

**SPECIFICATION OF
REQUIREMENTS
FOR
THE OPERATIONS
REGULATION**

(THE REQUIREMENTS SPECIFICATION)

In force as of 1 January 2003

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1 HOUSING

Objective:

State reception centres shall offer housing of a plain but adequate standard that must provide for the basic requirements of residents and satisfy their safety needs

1.1 Housing conditions

- All residents must have a bed in which to sleep, access to lockable bathrooms and toilets and common areas for socializing that are adapted to gender and age.
- All residents must have satisfactory hygienic living conditions and must have free access to a washing machine and have the opportunity to dry their clothes.
- All residents must have the opportunity to make their own meals (self-catering) or must be offered nutritious, varied and culturally adapted catering.
- Adapted housing solutions must be offered to residents with special needs to the degree this is possible.

1.2 Common areas

- The reception centre must have an adequate number of kitchens, bathrooms and toilets, and there must be separate toilets for women and men.
- The reception centre must have suitable premises for the information programmes and other activities for residents.
- The reception centre must have appropriate premises for supervised day-care.
- The reception centre must have adequate common areas for socializing, and women and men must be able to use separate rooms.
- The reception centre must have a room where residents may withdraw for contemplation or religious practice, unless such needs can be satisfied in the housing units.
- The reception centre must have safe indoor and outdoor play areas for children and adequate indoor space for children's play and recreational activities.
- The reception centre must have rooms where children attending school may do their homework and receive assistance with their homework if this need cannot be satisfied in other ways.
- Reception centres with places for unaccompanied minors must have a kitchen and dining room where the unaccompanied minors may participate in the making of meals and eat together.

1.3 Safety

- The reception centre must provide a safe day-to-day existence for all residents.
- Residents must as far as possible be shielded from unwanted attention from others, and special care must be taken so that women are shielded from unwanted attention from men.
- The reception centre must ensure that residents have access to a telephone so they can contact the police, an ambulance or the fire brigade when necessary.
- The reception centre shall help any resident who is a victim of a criminal offence that occurs in a reception centre or elsewhere to report this to the police if they so choose.

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- Residents must be shielded from unwanted exposure in the media.
- The reception centre must at all times know who is staying in the units for unaccompanied minors, and the identity of visitors must be known to the reception centre staff.

1.4 Security

- The reception centre shall have written procedures for crisis management.
- The reception centre shall have written fire contingency procedures.
- The reception centre shall have written procedures for dealing with crime and violence and reporting such incidents to the police.
- The reception centre shall at all times have updated lists of residents.

1.5 Equipment

- The reception centre must have equipment to loan to parents with small children.
- The reception centre must have equipment for supervised day-care and for the play and recreational activities of children and young persons.
- The reception centre must have equipment for adult recreational activities adapted to local conditions.

2 ORGANIZATIONAL AND ADMINISTRATIVE ACTIVITIES

Objective:

Organizational and administrative activities must ensure that the reception centre is operated in accordance with the political aims and regulations, and the administrative-procedural requirements established by the UDI

2.1 Planning, reporting and financial activities

Aim: Ensure comprehensive and good planning, good resource utilization and good financial management in state reception centres, and empower employees so they can influence their work situation and empower residents so they have influence on their own life situation

2.1.1 Requirements for planning activities

- The reception centre must draw up plans for all its activities.
- The reception centre must plan in compliance with annual requirements and regulations from the UDI.
- The annual plan must be submitted to the UDI by 1 January of the year the plan applies to. The Planning and Reporting Form (*Skjema for plan og rapport*) must be used.
- Newly established reception centres must submit the annual plan to the UDI within two months after start-up.

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- The reception centre shall, on request and within the stipulated time limit, submit plans for any areas that are not included in the submitted annual plan.
- Reception centre employees must be involved in the planning activities and must be ensured influence in accordance with working environment provisions.
- The reception centre's residents must be ensured participation in and influence on planning activities.

2.1.2 Requirements for reporting activities

- The reception centre must report on its activities to the UDI. The Planning and Reporting Form (*Skjema for plan og rapport*) must be used.
- The annual report must describe activities that have been carried out and results that have been attained compared to the annual plan.
- The annual report must explain any deviations from the annual plan.
- The annual plan must be submitted to the UDI by 1 March the following year.
- Final reports must be submitted to the UDI within two months after the reception centre has terminated its operation.
- The reception centre must on request from the UDI and within the stipulated time limit report on specified areas of its operations.
- Reception centre employees must be involved in drawing up the annual report.
- Attempts must be made to involve reception centre residents in drawing up the annual report.

2.1.3 Requirements for budgets

- The reception centre shall draw up an annual budget for its operations. The Budget and Accounts Form (*"Skjema for budsjett og regnskap"*) must be submitted to the UDI by 1 January of the budget year. The budget must reflect the activities that are planned in accordance with the reception centre's annual plan.
- For newly established reception centres, the budget must be submitted to the UDI within two months after start-up.
- Reception centres must report to the UDI on any substantial adjustments to the budget on an ongoing basis.

2.1.4 Requirements for the accounts

- The reception centre must keep current accounts for its operations. The Budget and Accounts Form (*"Skjema for budsjett og regnskap"*), certified by the auditor, must be submitted to the UDI by 1 April the following year. The auditor's statement must be signed each year and enclosed with the accounts.
- If operations are terminated during the accounting period, the final accounts must be submitted to the UDI no later than three months after termination of operations.
- The reception centre must on request and within the stipulated time limit submit complete annual accounts to the UDI.
- The reception centre must keep and store accounts on benefits to residents pursuant to the Benefits Regulation. Vouchers must be filed so they are available for inspection and in keeping with good filing and accounting practice.
- The reception centre must keep accounts of residents' trips. Vouchers must be filed so they are available for inspection and in keeping with good filing and accounting practice.

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- The reception centre must have financial procedures that enable it to report on and demonstrate the efficiency/productivity of the reception centre, such as operating expenses per contracted place.

2.1.5 Requirements for the form and submission of reimbursement claims

- The reception centre must formulate the reimbursement claims so that the information is easy to understand and find. The voucher list must be appendix number 1, to be followed by the other appendices/vouchers of the reimbursement claim, including an overview of deductions made for rent, income, failure to clean etc.
- The deadline for submitting all types of reimbursement claims to the UDI is the twentieth of the following month. The proper form must always be used.
- All reimbursement claims must be signed by the operator's auditor if the "Auditor's statement" is not submitted, and by the operator or another person so authorized.
- For reimbursement claims for Benefit Regulation payments, signed receipt lists and/or bank remittance lists (signed by the bank) must always be attached. When payments are made via the Internet, printed out receipts of the transaction are acceptable, but they must always be balanced with the monthly statement of account from the bank. Such balancing must always be enclosed as documentation of the accounts.
- Reimbursement claims for extraordinary payments must include a copy of the permit letter as well as the original receipt for the amount paid.
- Reimbursement claims for places used that exceed the contracted number must include a list of the number of residents as of the date in question.
- The operator must submit all original vouchers if the UDI or the Office of the Auditor General so demands.

2.1.6 Requirements for audits

- The accounts must be certified by an auditor. As a general rule, the UDI must have written certification ("the Auditor's statement") from the operator's auditor that the audit also includes the reception centre's reimbursement claims. The statement must be filled in and submitted to the UDI at the start of operations and thereafter filled in annually and appended to the annual accounts. If such a confirmation, as an exception to the rule, has not been submitted, the minimum requirement is that all reimbursement claims must be signed by the auditor prior to submission to the UDI.

2.1.7 Requirement for the right to inspection

- On request from the UDI or the Office of the Auditor General, the operator is obliged to submit all relevant documentation concerning the use of the UDI's transfers. This may take place at the operator's premises, the reception centre or by handing over the original documentation for a period of time.

2.1.8 Miscellaneous

- When starting up operations, the operator may receive a standing payment in advance of up to three months' consumption to cover expenses pursuant to the "Regulation relating to financial benefits for residents in state reception centres"

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(The Benefits Regulation). The payment in advance must be settled no later than the last three months the agreement is in force.

- For operating agreements of short duration, the operator may receive a payment in advance of up to one month's estimated consumption.
- The operator is obliged to return any unsettled payments in advance to the UDI at the latest two months after termination of operations.

2.2 Inspection activities

Aim: Ensure that the intentions and requirements in the steering documents in force are followed up, and ensure that data are collected for use by the UDI in their steering, development and reporting activities

2.2.1 Requirements for preparation of announced inspections

- The reception centre must answer the questions posed by the UDI when collecting information prior to any announced inspections.
- Within the stipulated time limit the reception centre must report special cases that it would like to discuss during the inspection and inform about who will be participating.
- In due time prior to the inspection the reception centre must inform the cooperation council about the impending inspection, and that residents should be represented, and inform them of the opportunity to raise special cases that are reported within the stipulated time limit.
- The operator and the reception centre must thoroughly prepare to inform about all the areas of the operations the UDI has asked about prior to the inspection, but must also be prepared to answer questions about other areas of the operations than those announced in advance.
- The reception centre must help any resident representatives to prepare thoroughly on the areas of the operations that the UDI has announced it will be inspecting.
- The operator, the reception centre and the UDI shall work together to assess which external cooperation partners should participate in inspections of units for unaccompanied minors.

2.2.2 Requirements for announced inspections

- The reception centre's manager and financial manager and a representative of the operator must participate in the inspection. Other employees and resident representatives shall also normally participate.
- The division manager must participate during inspections of divisions for unaccompanied minors.
- The reception centre must present measures, methods and attainment of objectives in the relevant areas of operation and identify the need for improvement and development measures.
- The reception centre must provide the information the UDI needs to carry out inspections of the announced areas.

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2.2.3 Requirements for unannounced inspections

- The reception centre must allow the UDI access to the premises it wants to have access to.
- The reception centre must provide the UDI with the information requested and allow inspection of the documents requested, provided that authorized employees are present.

2.2.4 Requirements for follow-up of inspections

- The operator must undertake to ensure that the instructions and orders given by the UDI in the inspection report are followed up within the stipulated time limits.
- Using the inspection report, the reception centre must undertake an evaluation of the operations and the results attained, and also carry out the necessary changes/adjustments to the annual plan and budget.
- In the next annual report, the reception centre must describe the revisions/adjustments made to the operations in relation to the orders given in the UDI's inspection report. The annual report must explain any deviations from the orders given in the inspection report.

2.3 Organizing the operations

Aim: Ensure professional operations, good attainment of aims and optimal use of the available resources, and provide residents with good opportunities for practical participation in and genuine influence on operations

2.3.1 Requirements for ethical guidelines

- The reception centre shall have ethical guidelines that regulate the relationship between the employees and residents.
- The reception centre shall strive to approach residents with a professional attitude based on equality and equal treatment regardless of gender, race and/or ethnic background.

2.3.2 Requirements for staffing and working hours

- The reception centre must have a plan for staffing and working hours that ensures good handling of managerial, organizational and administrative tasks and activities focusing on residents. No position is to remain vacant for more than three months.
- The reception centre must ensure that the tasks required by the steering documents are also addressed beyond regular working hours, when this is necessary.
- The reception centre must ensure that residents can contact employees when necessary also during those hours when the reception centre is left unattended.
- Reception centres with places for unaccompanied minors must be staffed round the clock.

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2.3.3 Requirements for competence

- The operator must give priority to persons with higher education and managerial experience when hiring the reception centre manager.
- The operator must assess personal suitability for all positions.
- The operator must, as far as possible, ensure that those employed at the reception centre do not conduct their lives in a manner that renders them unsuitable to work at the reception centre.
- The operator's recruiting activities must as far as possible seek to balance the age and gender composition of the staff. Persons with immigrant backgrounds must be encouraged to apply for positions at the reception centre.
- The operator's recruiting activities must as far as possible seek to ensure that the employees have multicultural competence.
- The operator's recruiting activities must as far as possible seek to ensure that the employees have guidance competence.
- The operator must draw up written job instructions for all members of the staff. These instructions must be revised when there are any changes to the content of the position.
- The operator must ensure that the employees receive regular external guidance in handling the special challenges that arise when working in a reception centre.
- The reception centre must have a person with a minimum of two years of training in child care and welfare, or similar competence, who is responsible for working with children and young persons, including responsibility for a day-care centre, if required.
- Reception centres with places for unaccompanied minors must have a coordinator who has the relevant child care and welfare training at college level.
- The reception centre must assign the responsibility for information activities to a person with educational training or similar competence.
- Reception centre employees must be given the opportunity to participate in the training programmes organized by the UDI and they must be represented at obligatory training programmes.
- The reception centre staff must undergo the UDI's basic training
- The reception centre must have a written plan for development of competence. This must have been prepared six months after start-up. The plan must be merged with the reception centre's annual plan.
- The reception centre shall seek advice as needed from regional psycho-social teams for refugees or other relevant agencies/official bodies.

2.3.4 Requirements for resident participatory cooperation

- The reception centre must ensure that residents are given influence on decisions that directly affect their day-to-day lives.
- The reception centre must allow residents to have an impact on the setting of priorities and solving of task through participation in the planning and reporting process.
- The reception centre must ensure that residents are given genuine opportunities to express their views on the operations to the UDI, both during inspections and at other times during the year.

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- Cooperation between residents and the reception centre's management must be formalized through a cooperation council, which must have a written mandate. The head of the council and at least two thirds of the participants must be residents.
- Female representation on the cooperation council must be ensured by reserving at least one place for women.
- The reception centre may, in cooperation with the residents, choose another form of organization than a cooperation council provided that the intentions for the council are satisfactorily addressed.
- The reception centre must facilitate for resident participation in the organization and implementation of the day-to-day operations in as many ways as possible.

2.4 Use of interpreters and language assistants

Aim: Quality assure the information exchange between the reception centre and the residents

2.4.1 Requirements for using interpreters and language assistants

- The reception centre must maintain an overview of the need for interpretation and language assistance at all times.
- The reception centre must use professional interpreters in those cases where reasons of privacy protection and due process of law for the resident so indicate.
- The reception centre must book interpreters and pay for them. When booking an interpreter, consideration must be given to gender, i.e. women must as far as possible have a female interpreter. Certified interpreters must be used whenever possible.
- The reception centre may use bilingual employees as language assistants provided that the person in question has received the necessary training and guidance, and as long as there are no situations where there is a conflict of interest or where doubts could be raised as to the person's qualifications or impartiality.
- Residents must not be used as language assistants in situations where they may gain access to confidential information or where there may be a conflict of interest.
- The reception centre must under no circumstance use children as language assistants.

2.5 Cooperation and contact between the reception centre and the local community

Aim: Ensure good communication and interaction between the reception centre and its residents and the local community

2.5.1 Requirements for the reception centre's cooperation with local agencies/bodies

- The reception centre must help ensure good cooperation with the school board, adult education authority, health service, child welfare services, Aetat (the Labour Exchange office) etc.

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- Through this cooperation the reception centre must contribute to disseminating information about Norwegian asylum and refugee policies to ensure that residents receive comprehensive information and to provide the various cooperation partners with a good point of departure for addressing their own information responsibilities.
- The reception centre must endeavour to have good continuous cooperation with the police, including crime prevention activities.

2.5.2 Requirements for information to and contact with the local community

- The reception centre must have a written plan for providing information to and establishing contact with the local community.
- The reception centre must endeavour to have good cooperation with the local media and seek to promote the reception centre positively.
- The reception centre must ensure that neighbours and business operators in contact with the reception centre receive good information about matters that concern them.
- The reception centre must champion local awareness-raising activities through good cooperation with schools, associations, organizations and other relevant actors.
- The reception centre must as far as possible ensure that the residents are active participants who help to set the premises for providing information to and establishing contact with the local community.

2.6 Requirements for cooperation with the police in special situations

Aim: Ensure good communication and interaction between the reception centre and the police

- The reception centre must allow the police to inspect resident lists which contain names, nationality, room numbers and similar information.
- The reception centre must cooperate with the police in connection with transporting reception centre residents out of Norway after an application for asylum has been rejected. The reception centre must have written procedures for such assistance and the employees must be familiar with them.
- The reception centre must provide the necessary assistance on request from the police when the police are investigating criminal offences residents are suspected of having committed in or outside the reception centre. This also applies to police presence at the reception centre during activities to maintain public order.

3 ACTIVITIES FOR RESIDENTS

Objective:

Activities aimed at residents, both for the whole group and individually, must help residents deal with their own life situation during the stay at the reception centre and prepare them for settlement or return

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3.1 Cataloguing information and documentation

Aim: Ensure the systematic collection of the information and documentation that is necessary for the reception centre to effect the best possible activities for residents

Target group: All residents 18 years of age and older

3.1.1 Requirements for cataloguing information and documentation

- The reception centre must undertake continuous cataloguing of residents to ensure the greatest possible degree of individual adaptation and the appropriateness of measures for residents. This must be an integral part of the reception centre's regular written procedures.
- The reception centre must ensure that the information in the UDI's registration and interview form gives the most comprehensive and correct picture possible of the resident's background, competence and plans. The form must be updated regularly during the stay at the reception centre.
- The reception centre must create a Resident File (*Beboermappe*) when the resident arrives or when the resident turns 18 years of age. The file is the resident's property and must be stored by the resident in question. After consulting with the resident, the reception centre may store the file during the stay at the reception centre. Originals of all documents pertaining to the resident during the stay should be collected in the file, including:
 - complete CV
 - documents concerning any participation the resident has had in the centre's activities/decisions
 - references/documentation from employment, assignments etc. outside the reception centre
 - any course certificates
 - qualification plan
 - participant diploma from the Norwegian language course and the regular section of the information programme, including the settlement preparation part.The file must also contain a copy of the UDI's Registration and Interview Form (*Registrings- og intervju skjema*). Documents the reception centre has received from the health authorities, the police or similar authorities must not be placed in this file.
- The reception centre must have copies of the content of the Resident File and must review and update the content prior to settlement or return.
- When a decision has been made to grant a resident a residence permit, the reception centre must transfer the content of the Resident File to the UDI's Introduction File (*Introduksjonsmappe*). The reception centre must ensure that the resident receives the Introduction File when settling and inform him/her about how the content of this file may be used.
- On return, the reception centre must ensure that the resident is given the Resident File with all the relevant documents to take with him/her.

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3.2 Information

Aim: Provide the resident with a realistic picture of Norwegian society and an understanding of the fundamental values it is founded on

Target group: residents 18 years of age and older

3.2.1 Requirement for information programmes

- The reception centre must have a structured information programme that deals with the topics in the UDI's guide entitled "Information programmes in state reception centres" (*Informasjonsprogram i statlig mottak*), as well as other special topics requested by the UDI. This must be a written programme which includes a description of:
 - content and educational methodology
 - cooperation with the adult education authority and other relevant external agencies/bodies
 - method for quality assurance and evaluation
 - use of interpreters and language assistants
- The programme must include the following compulsory sections:
 - arrival information
 - ordinary information
 - information preparing for settlement of residents who have been granted a residence permit
 - return information for residents whose asylum applications have been rejected
- The programme must include practical activities, such as teaching techniques, and draw on relevant cooperation partners.
- The programme must be adapted to the groups and individuals who are staying at the reception centre at any point in time.
- The reception centre must as far as possible ensure that the residents participate in the design, implementation and quality assurance of the programme.
- The reception centre must issue participant diplomas to everyone completing the compulsory sections of the programme. Participant diplomas must show the topics the resident has worked on.
- The reception centre must cooperate with the adult education authority when necessary to ensure that the information programme and the Norwegian language instruction with social studies constitute a pedagogically comprehensive unit.
- The reception centre may assign all or parts of the regular section of the information programme to the adult education authority or other relevant bodies. The operator is responsible for complying with the UDI's requirements.
- The reception centre may in exceptional cases and after consent from the UDI exempt a resident from participating in the compulsory sections of the information programme.

3.2.2 Requirements for other information

Target group: all residents

- The reception centre must help all residents to acquire information through newspapers, TV, the Internet and participation in the local community.

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- The reception centre must ensure that all employees are able to reinforce and supplement the formalized information activities in the reception centre's informal arenas.

3.3 Qualification

Aim: Structure and target measures that may help the resident become as self-reliant as possible as soon as possible

Target group: residents 18 years of age and older

3.3.1 Requirements for qualification

- The reception centre must undertake targeted and structured qualification activities in keeping with the Settlement guide for state reception centres (*Bosettingsveileder for statlige mottak*). A written description must be given of
 - the cataloguing and guidance methods that are used
 - procedures for developing individual qualification plans for residents
 - where resident participation in the qualification activities takes place
 - the qualification measures that are offered to residents
- The reception centre must adapt qualification activities to the groups and individuals who are staying at the reception centre at any point in time.
- The reception centre must ensure that the residents are given the opportunity to influence the selection of qualification measures.
- The reception centre must ensure that the residents receive documentation of the measures they have participated in.

3.4 Settlement

Aim: Contribute to speedy and good settlement

Target group: Residents 18 years of age and older with a decision that constitutes the basis for settlement

3.4.1 Requirements for activities preparing for settlement

- The reception centre must have systematic activities to prepare for settlement in keeping with the Settlement guide for state reception centres (*Bosettingsveileder for statlige mottak*). The activities must be based on and develop the activities for residents that have been carried out during the asylum seeker period and include
 - information
 - targeted qualification
 - resident cooperation
- The reception centre must target the activities in relation to the basic qualification activities that will be undertaken after settlement.
- The reception centre must provide guidance to those residents who want it so they may
 - acquire information about employment opportunities

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- contact employers
 - acquire housing
- The reception centre must help residents to obtain relevant documentation on previous education and work experience.
- The reception centre must cover expenses for the translation of necessary references and diplomas.
- The reception centre must have an employee with the primary responsibility for activities preparing for settlement.

3.4.2 Requirements for practical settlement

- The reception centre must assist the UDI with the practical settlement activities in keeping with the Settlement guide for state reception centres (*Bosettingsveileder for statlige mottak*).
- The reception centre must help the residents to obtain a realistic view of the opportunities and limitations that come with settlement and establishing a life in a municipality.
- The reception centre must have an employee with the primary responsibility for coordinating all contact with the reception centre and the local authorities.
- The reception centre must ensure that the practical settlement activities are considered in conjunction with the other work aimed at preparing residents for settlement.

3.5 Return and repatriation activities

Aim: *Inform residents about the return and repatriation programmes so that they can make use of them*

Target group: *all residents*

3.5.1 Requirements for return activities

- The reception centre must ensure that all residents are familiar with the return programme in force and the regulations that accompany this.
- The reception centre must motivate the residents who have had their applications for asylum rejected to use the return programme.
- The reception centre must provide the necessary guidance to residents who need it.
- The reception centre must have an employee with the primary responsibility for return activities.

3.5.2 Requirements for repatriation activities

- The reception centre must ensure that all residents are familiar with the policies and regulations in force for repatriation in keeping with the UDI's Guide for repatriation in state reception centres (*Veileder for tilbakevending i statlig mottak*).
- The reception centre must provide residents who wish to use the repatriation programme with the necessary guidance.

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3.6 Recreational activities

Aim: To help residents participate in and be prime movers for recreational activities in and outside of the reception centre

Target group: all residents

3.6.1 Requirements for recreational activities for adults

- The reception centre must have an activity programme that residents are primarily responsible for. The programme must include organized recreational activities such as sports and hobbies as well as common events such as trips and parties. Participation shall be voluntary.

3.6.2 Requirements for recreational programmes for children and young persons under 18 years of age

- The reception centre must ensure that guardians and other adult residents can participate in planning, structuring and carrying out recreational programmes for children and young persons.
- The reception centre must ensure that the various age groups are offered programmes that cater to their needs and wishes, also during holidays.

4 ACTIVITIES FOR RESIDENTS – GROUPS WITH SPECIAL NEEDS

Objective:

Activities for residents must be organized and differentiated on the basis of the special needs of each group

4.1 Unaccompanied minors

Aim: Ensure care and structure and target measures that may contribute to giving each individual a safe and meaningful day-to-day life during the stay at the reception centre

Target group: children under 18 years of age without parents or others with parental responsibility in Norway

4.1.1 General requirements

- The activities initiated by the reception centre must be based on the Guidelines for activities for unaccompanied minors in state reception centres (*Faglige retningslinjer for arbeidet med enslige mindreårige i statlig mottak*).
- The reception centre must have a special focus on the rights and needs of unaccompanied minors.

SPECIFICATION OF REQUIREMENTS FOR THE OPERATIONS REGULATION (THE REQUIREMENTS SPECIFICATION)

- The reception centre must ensure that all employees are familiar with the UDI's procedures and guidelines for unaccompanied minors.
- The reception centre must have written procedures for its activities for unaccompanied minors.
- The reception centre must help guardians deal with their responsibilities and duties for residents.
- The reception centre must make use of the Individual plan for the local authorities' settlement of unaccompanied asylum seekers/refugees who are minors (*Individuell plan ved kommunenes bosetting av enslige mindreårige asylsøkere/flyktninger*).
- The reception centre must ensure that children and young persons at the reception centre have normal contact with children and young persons in the local community as well as ensure that they can participate in various activities outside the reception centre.

4.1.2 Requirements for ensuring care

- The reception centre shall have the day-to-day care of unaccompanied minors.
- The reception centre must ensure that each unaccompanied minor has a permanent contact person among the employees (special contact).
- The reception centre must have written procedures for addressing
 - violence and abuse
 - contact with the child welfare authorities
- The reception centre must help unaccompanied minors to maintain or re-establish contact with care givers in their country of origin.
- The reception centre must help to prevent unaccompanied minors from moving to relatives without advance approval from the local authority in question.

4.1.3 Requirements for programmes for unaccompanied minors under the obligatory school age

- Children from the age of two up to primary school age must be given an organized programme of minimum three hours per day Monday to Friday. The programme may be provided through a special child day-care programme at the centre or by paying for places in an ordinary day-care centre or similar.

4.1.4 Requirements for school, education and homework programmes for school-age unaccompanied minors

- The reception centre must ensure that children and young persons are registered and de-registered in primary/lower secondary school and that they receive help to apply for upper secondary school.
- The reception centre must assist young persons from 16 to 18 years of age in attending an organized schooling programme.
- The reception centre must give children and young persons good conditions under which to do their homework.
- The reception centre must cooperate with school and act as the child's guardian in cooperation with the child him/herself.

SPECIFICATION OF REQUIREMENTS FOR THE OPERATIONS REGULATION (THE REQUIREMENTS SPECIFICATION)

4.1.5 Requirements for information to unaccompanied minor youths

- The reception centre must ensure that youths over 12 years of age receive information about the same main topics in the information programme for adults but adapted to their age and needs.
- Information activities for this target group must be combined with practical activities.
- The reception centre must ensure that the young persons have opportunities to influence the information programme.
- The reception centre must have a permanent cooperation forum for the unaccompanied minors and the employees, for example regular general meetings.

4.2 Children and young persons

Aim: Structure and target measures that may contribute to giving each individual a safe and meaningful day-to-day life during the stay at the reception centre

Target group: Children and young persons under 18 years of age who have parents or guardians

4.2.1 General requirements

- The reception centre must have a special focus on the rights and needs of children and young persons.
- The reception centre must ensure that all employees are familiar with the UDI's procedures and guidelines for children and young persons.
- The reception centre must have written procedures for its activities for children and young persons.
- The reception centre must facilitate conditions for children and young persons at the reception centre so they may have normal contact with children and young persons in the local community as well as participate in various activities outside the reception centre.

4.2.2 Requirements for ensuring care

- The reception centre must create the conditions for parents and guardians to carry out their care responsibilities.
- The reception centre must have written procedures to deal with
 - assumed or actual neglect of care
 - violence and abuse
 - contact with the child welfare authorities

4.2.3 Requirements for programmes for children under the school age

- The reception centre must provide a respite programme for parents with children under two years of age so that the parents will be able to participate in information programmes and Norwegian language instruction programmes.
- Children aged from two and up to obligatory school age must have an organized programme of minimum three hours per day Monday to Friday. The programme

SPECIFICATION OF REQUIREMENTS FOR THE OPERATIONS REGULATION (THE REQUIREMENTS SPECIFICATION)

may be provided through child day-care at the centre or by paying for places in an ordinary day-care centre or similar.

- The children's parents, guardians and other adult residents must be involved as much as possible in planning, facilitating and carrying out programmes provided under the auspices of the reception centre.

4.2.4 Requirements for schooling measures

- The reception centre must ensure that children and young persons are registered and de-registered in obligatory school and that they receive help to apply for upper secondary school.
- The reception centre must stimulate contact between parents and the school.
- The reception centre must assist young persons from 16 to 18 years of age in attending an organized schooling programme.
- The reception centre must give children and young persons favourable conditions for doing their homework.

4.2.5 Requirements for information to young persons

- The reception centre must ensure that young persons over 12 years of age receive information about the same main topics in the information programme for adults but adapted to their age and needs.
- Information activities for this target group must be combined with practical activities.
- The reception centre must ensure that the young persons have opportunities to influence the information programme.

4.3 Women

Aim: Structure and target programmes that help to meet needs and ensure rights and participation during the stay at the reception centre

Target group: women 18 years of age and older

4.3.1 General requirements

- The reception centre must have a special focus on the rights and needs of women.
- The reception centre's employees must have the necessary expertise in fields of special importance for women.
- The reception centre must ensure women have an influence on matters at the reception centre that are of concern to them, among other things by motivating them to participate in the cooperation council.

4.3.2 Requirements for differentiating measures for women

- The reception centre must have written procedures for dealing with violence and abuse of women.
- The reception centre must help set up a special women's group.
- The reception centre must ensure that there is adapted information about topics of special importance to women.

SPECIFICATION OF REQUIREMENTS FOR THE OPERATIONS REGULATION (THE REQUIREMENTS SPECIFICATION)

- The reception centre must help provide recreational programmes for women adapted to their interests and needs.
- The reception centre shall endeavour to make use of the women's competence.

4.4 Persons with health problems and/or functional challenges

Aim: Structure and target measures that contribute to adequate follow-up at the reception centre and by various professional agencies

Target group: residents with physical or mental health problems and residents with functional disabilities.

4.4.1 General requirements

- The reception centre must have a special focus on the needs of the target group.
- The reception centre must create understanding among the residents for the differentiation of measures for the target group, among other things by raising this issue on a general basis in the cooperation council.

4.4.2 Requirements for differentiation of measures

- The reception centre must ensure that residents who for reasons of health or functional disabilities are unable to participate in the information programme receive the information they need.
- The reception centre shall endeavour to establish good and structured cooperation with the health service and the social security authorities so that the total programme for the target group is as good as possible.
- The reception centre shall seek to involve other residents in follow-up and care.

4.5 The elderly

Aim: Structure and target measures that may contribute to a meaningful and safe day-to-day life during the stay at the reception centre

Target groups: residents over 60 years of age

4.5.1 General requirements

- The reception centre must have a special focus on the situation of elderly residents.
- The reception centre must ensure that the elderly have influence on matters at the reception centre that are of concern to them, among other things by motivating them to participate in the cooperation council.

4.5.2 Requirements for differentiation of measures for the elderly

- The reception centre must provide adapted information to elderly residents. This information must deal with topics of special concern to the elderly, such as
 - the rights of the elderly in Norway
 - the local authority's programmes and services for the elderly
- The reception centre must help to provide elderly residents with recreation programmes that are adapted to their interests and needs.
- The reception centre must try to involve other residents in the follow-up and care of the elderly residents who need such care.

5 EXEMPTIONS

The UDI may grant exemptions from individual requirements when the reception centre is able to document that the aims in question are satisfied without meeting the requirements.