PROCEDURES, GUIDELINES AND RULES FOR THE RECEPTION CENTER

Introduction

NGO "Nova generacija" in collaboration with the PI "CSW" Banja Luka carried out activities to protect children and young people caught in the vagrancy and begging, and children victims of all forms of abuse, through Reception Center that is operational 24 hours a day with passive or active duty.

The Reception Center performs reception and short-term accommodation for children and youth who find themselves in vagrancy, begging or other instances where they need urgent short-term accommodation, meals, use of health and hygienic practices, identification, where professionals make notes about their behavior to return the child to the primary family as soon as possible, or to surrender the child to the competent social welfare services in the place of origin of the child.

During the stay of a child in Reception Center premises, depending on the current needs of the child, the duty educators provide services of various types:

1. Creating a document of acceptance of the child
2. Organizing a safe and humane child's stay
3. Determining the identity of minors caught up in vagrancy and getting to know the circumstances under which the child went to the vagrancy
4. Making a social history
5. Providing nutrition
6. Providing hygienic measures
7. Providing clean clothes
8. Organizing free time
9. Urgent contacting the family, authorities or institutions of social protection from which the child escaped
10. Transporting and escorting the child when returning to the family or to the institution from which the child escaped and surrender custody of the child to the competent authority
11. Creating a document of surrender of the child.

The organizational structure of the Reception Center

1. Reception Center is located within the NGO "Nova generacija", Njegoseva 23, Banja Luka.
2. Reception Center space consists of one room (which is divided into male and female dormitory) and toilet.
3. In the Reception Center there are two closets with clean clothes, crate for the bedding and 6 beds to accommodate children.

4. Providing food is the responsibility of NGO "Nova generacija" through the Day care center for children at risk, and also providing clean clothing, shoes and hygiene.
5. In the Day care center for children at risk there is also a bathroom where the children who are placed in the Reception Center may take a bath.
6. Children placed in a Reception Center can stay in it on weekdays from 19:00 to 9:00 and on weekends 24 hours. During working days they can use the services of Day care center for children at risk. Through this program the children allowed to participate daily in a number of creative workshops and educational activities, play games, watch TV, hang out with users of Day care center, etc., and are provided professional assistance and support through individual and group work.

The concept of work

1. The Reception Center for children who had been caught in vagrancy and begging is organized through a partnership between government institutions (PI "CSW" and the Centre for Public Security Banja Luka) and the NGO "Nova generacija" Banja Luka.
2. The holder of the Reception Center is a PI "CSW" Banja Luka.
3. Role of the Centre for Public Security Banja Luka is to find, and (if possible) identify minors who are caught in the vagrancy or begging. Immediately after bringing the child to the police station they are required to notify the duty educator-volunteer of the Reception Center. Contact phone of the Reception Center is known to every police station in the city of Banja Luka. After some actions that are required by law officers of the police are obliged to transport the minor to the offices of NGO "Nova generacija" and surrender him/her to the educator on duty with a signed certificate of taking over the minor.
4. Association "Nova generacija" is required to provide at least four educators-volunteers (student of the fourth year or graduate student) for passive and active duty service in the Reception Center.
5. Passive duty is organized through two educators-volunteers on call at home with a mobile phone that must be operational 24 hours. Immediately upon receiving notification of the detention of the minor, on duty educators inform professional worker of PI "CSW" in charge of supervising and monitoring, and go to the premises of the Reception Center, where they remain on duty as educators continually until return of the child to the family or institution.
6. Active duty is implemented throughout the period of residence of the child in the Reception Center.

Work procedures of teacher-volunteers in the Reception Center

1. When a police patrol or mobile team from PI ''CSW'' bring the child to the Reception Center, on duty educators check the identity of child and issue a certificate of taking over the minor. This certificate should be signed by a person who escorted the child to the Reception Center (police officer or social worker on duty) and by the educator on duty in the Reception Center. One copy is given to the person who escort the minor to the Reception Center, the other copy remains attached to the file of the child formed by the PI ''CSW'' Banja Luka, and third

copy remains in the NGO "Nova generacija", which also has a record of each child who resided in the Reception Center.

2. Upon receipt of a juvenile, the duty educators organize hygienic care and bathing of the child, then putting on clean clothes and provide a hot or cold meal, depending on when a person is placed in a Reception Center. After primary care, the duty educators open the file for the child to collect the basic history data for emergency contact of the parents or of the social services.
3. After the basic child care and establishing the child's identity, contact with the parents or the institution from which the child escaped is made. With the child's parents and a representative of PI ''CSW'' is arranged urgent and safe return of the child in the family, or institution.
4. If all the requirements for the safe return of the child in the municipality of residence are made, the person responsible for taking over the child (parents, social worker or other authorized person) is required to sign a certificate of taking a minor out of the Reception Center. One copy is given to parents or other person in charge of taking the child, the other is attached to the file of the childe in PI ''CSW'' Banja Luka and the third copy remains in the NGO "Nova generacija".

Rules of practice and rules of conduct in the Reception Center

1. Reception Center duty phone is available 24 hours!
2. Reception Center duty phone number is known to all police stations in Banja Luka!
3. It is obligation to have on passive duty two teachers-volunteers (male-female pair).
4. . Reception Center's on duty educator shall upon receipt of a call regarding placement of the child in the shortest possible time get to the premises of the Reception Center.
5. Persons who escort or take away the children are required to sign three copies of the certificate of escorting or taking the child from the Reception Center.
6. On duty educator upon receipt of a child in the Reception Center are obliged to inform the professional workers of PI "CSW" and together with him work through individual and group work try to identify and establish the causes and circumstances under which the child is abandoned or escaped from the family or institution.
7. Educators are required to provide bathing, clean clothes and food for juveniles who are accommodated in the Reception Center.
8. Male-female pair of teachers on duty are under mandatory duty service in the Reception Center, so that if the boy was placed in the Reception Center a male volunteer teacher is required to continuously reside with the child until his departure, and vice versa if the case of the minor female.
9. On duty teachers are required to provide pleasant and cozy atmosphere for the child during his stay in the Reception Center.
10. Educators from the Reception Center shall at the end of months prepare a report on the activities carried out during the month, and this report shall be submitted to the professional worker of PI "CSW" which is responsible for monitoring and supervision of the Reception Center.
11. Reception Center educators must respect and comply with the Child protection policy of Association ''Nova generacija''.