

Report of exchange programme in Belgium



October 2007

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Ascension Gines Brotons, Ministry of Labour and Social Affairs of Spain

Hosted by: Federal Agency for the Reception of Asylum Seekers, **FEDASIL** Headquarter,
Belgium

Participant Data

Name	Margrethe Frostholm
Organisation	Danish Red Cross, Reception Center Avnstrup, Avnstrupvej 1, 4330 Hvalsoe.
Name	Ascension Gines Brotons
Organisation	Reception Center Refugees of Alcobendas from Minister of Labour and Social Affairs of Spain C/ Sariñena, 7 ,28100 Alcobendas (Madrid)

Itinerary (List of places and people visited)

2006.Fedasil Headquarters (Staff: Mieke Candaele; Philippe Buze; Bart Morrhaye; Sarah Verdonck)

2007.Aliens Office (Immigration Department) Minister of Home Affairs; Guided tour by Veeler

2008.Dispatching (FEDASIL), Explanations by Nina

2009.Commissioner General's Office for Refugees and Stateless Persons (CGRA) Guided tour and presentation new procedure. Accompanied by B. Morrhaye from Fedasil

2010.NGO Payoke at ANTWERPEN: Victims of international trafficking... Explanations by Ellen Van Der Aa

2011.Médecins sans Frontières MSF; Accompanied by Sarah Verdonck; Explanations by Pierre who is Doctor.

2012.Centre for Observation and Orientation of unaccompanied minors (COO) (FEDASIL) at NOH. Guided tour and explanations by the Director Isabelle Plumat.

2013. Red Cross Centre at Yvoire and CARDA (Centre d'Accompagnement Rapproché pour Demandeurs d'Asile en souffrance mentale)

2014.Fedasil Reception Centre in Sint Truiden. Guided visit in the reception centre by Patrick Meers (Director) Speaking with three residents of the reception center Sint Truiden

2015.DEN ARK Local Reception Initiative at Geel, subvencioned by Fedasil. Explanations by Kurt and Mieke, Social workers. Accompanied by Anita Peustjens

2016.Unaccompanied Minors in the reception center of Sint Truiden. Interviewing to Anita Peustjens, responsible for the Minors.

Table of content

1. Introduction
 2. Descriptive report [include comments, good practices]
 3. Conclusions [how does the exchange affect your assessment of services at home]
 4. Country Profile
- Appendix: Documents

Introduction

In Belgium there are two languages spoken, mostly in the North is Dutch and in the South is French. It can be a problem to the good communication for the foreigners. However, in Belgium people look for the compromise of the others and try to negotiate and finally they need to arrive to the agreement. Also it can be a good learning to foreigners if they want to live in this European country.

FEDASIL started 5 years ago by the Government. This organisation is responsible for the reception of asylum seekers in Belgium.

Asylum procedure resorts under the responsibility of the Minister for Home Affairs, while the reception asylum seekers resorts under the Minister for Social Integration. However, in the future there will be only one Minister for all immigration matters (Asylum procedure and Reception).

In June 2007 the new law has come into effect to simplify asylum procedure, before the procedure was very long. Now the cases will be finished in about 1 year; but it will be evaluation.

Fedasil coordinates a large scale reception and monitors the quality of the services offered: Belgium Red Cross 22%; Federal Reception 25%; Local authorities 44%; NGO's 9%. Total capacity 16.000 places.

These receptions centres are always open centres. There are also 5 closed reception centres that receive not requesting asylum and failed asylum seekers, but Fedasil are not the competence, they fall under Foreign Affairs.

Reception centres provide basic needs and social, medical, juridical and psychological support. Asylum seekers live here for 4 months and they received only material help, they don't received any financial support and they are not allowed to work. Children go to normal schools. These centres organize courses and sport. Also these centres try to integrate the residents in the local community from different initiatives.

On the other hand Fedasil cooperates with I.O.M. in order to help the asylum seekers to reintegrate in his country of origin and rebuild their lives.

DESCRIBE REPPORT

ASYLUM PROCEDURE IN BELGIUM

OFFICE OF THE GENERAL COMMISSIONER FOR REFUGEES AND STATELESS PERSONS

The CGRS is the central asylum authority in Belgium. It is led by a Commissioner General who is assisted by two Deputy Commissioners. The CGRS is independent and can not receive any instructions from other authorities.

The members of the staff are about 450 and the majority is responsible for examining and processing asylum applications. 204 interpreters are working for the CGRS covering 96 languages and dialects.

Each asylum seeker is interviewed by a caseworker, with a university degree, specialised in a specific geographical region. The officer evaluates the asylum claim considering the objective

situation prevailing in the country origin. The case worker use also objective information from the Documentation and Research Centre *CEDFOCA.

Asylum seekers are entitled to the assistance of a neutral and independent interpreter funded by the state. They can also benefit from free legal support.

The CGRS is competent for delivering civil status documents to recognised refugees.

Processing by the CGRS

The examination of the content of the application starts at the CGRS where the asylum applicant is invited to an interview. It is the only stage in the asylum procedure where the applicant can fully present his claim. After the interview the CGRS examines whether the claim is credible and whether the applicant can be granted protection under refugee status or subsidiary protection status.

The procedure involves several asylum bodies apart from CGRS:

The Immigration Department * registration, declaration and determination of the status is responsible for examining the asylum application.

The Aliens Litigation Council * full jurisdiction appeal

The Council of State * appeal in cassation

Guided tour in the CGRS by one of the collaborators.

MSF in Belgium This NGO has published an interesting report about the human cost of the detention after a one year of consultation people of the closed centres for asylum seekers and immigrants.

PAYOKE NGO counters trafficking for 20 years. Belgium was the first country to implement legislation in human beings. The President report proposing the granting of residence to victims of trafficking was adopted by the European Parliament. The Law of 13 April 1995.

Payoke's Mission: The specific nature of the issues related to trafficking in human beings and of the population who falls victim to this flourishing of organized crime led to the creation of specialized assistance structures for counselling victims of trafficking: Women, men and children who are brought to Belgium, but use of deceit, violence, threats or any other form of coercion, to make them do work of which other persons reap the profits.

The main tasks of this NGO are legal assistance; residential care; administrative support; information and training; psychosocial support and ambulant care.

At Antwerp they are 12 places in shelter, where the victims can feel safe for 3 months. They have to sign a contract about the place to be can safe and respect the rules of the place, if not they can be thrown out or be changed to another place. It is very important not to have contact with the traffickers, to have the evidence they are victims to the investigation can continue.

If the answer is negative, they can go to Immigration Department and ask for asylum.

About statistic data; Payoke had 60 news clients in 2006. In this year 23 cases had permanent residence and 143 cases were treated.

The majority of female clients come from Nigeria, in their country traffickers have told them they will have a good job and when they arrive in Belgium they will be used in prostitution. Male cases come from China, think they will have a good job in the restaurant the traffickers

do not pay them. For both the traffickers threaten them to hurt their families in their origin countries.

They learn the languages to get a better life and how to live in the country, the transport, etc. Somebody takes care of them from 8 to 20 h. They help them to look for a job after 6 months. They can go to school, do courses and start their integration. In the weekend they go visiting another place but they need to tell the address and telephone number if the police need to find them.

The police speaks with them what has happens and asks them about 5 questions to make a report. If they have new information they can go to the police. Payoke has good relations with the federal police and also with the local police;

After 3 months they help them to find a place to live. The state of Belgium gives them each month 645 euros to pay the rent and to live. If they need more time they can stay a bit longer in the shelter.

Every 6 months the police ask the same questions and the investigation continues. The case goes to the Court the third time.

Interpreters are difficult to find in languages like Chinese, Swahili and the Farsi.

Centre for Observation and Orientation of unaccompanied minors (COO) (FEDASIL) at NOH. Guided tour and explanations by the Director Isabelle Plumat.

The society was critical about children stayed in closed camps before the creation of specialised centers for minors. The society was at first critical about children stayed in closed camps.

In Belgium there are two centers depending of Flemish or French area. This Centre is Flemish. It is placed in a military area (see picture). Inside the building they decorate the corridors with drawing made by children to give a warm atmosphere.

The government takes some decisions: 1) Children will be registered; 2) All had to have a tutor from Minister of Justice 3) Try to identify the age of the child and try to find their family. COO started in 2004 and is an open center from Fedasil . The center receives children from all the countries even if they did crimes, take drugs, trafficking, pregnant adolescents, etc. They help everybody. The capacity is 50 places. Now there are 20 or 35.

The team has 30 members (day, evening and night). There are 2 coordinators to 10 social assistants, 1 doctor, 1 nurse, 1 psychologist, 1 person Humans Resources and 1 Secretary. About 50% speak French and many languages, but if they need they call independent interpreters.

The target of the group is generalist. In a short time (1 month) they identify the special needs of the minors. Sometimes children leave the center after short time. The staff explains to minor the possibilities and they help them to decide. Sometimes children come back if they need.

The staff doesn't take decisions. They make only observations; they listen to the stories and write down. The children can make changes if they need. They make medical (doctor and nurse) and psychological reports. One member of the team is responsible to write the final report of the minor and send to the tutor. They give legal information. Children with mental diseases and victims of trafficking will be move fast.

They try to give them a structure all the day (language, money, transport, basic rules living together in the centre and respecting people) In the afternoon they do sports and mix with other children in Belgium. Other NGO's collaborate in this kind of activities, like "Sinergicators".

*The staff observes the minors in normal life. How they react with other children, if they can live in another centre or in a family.
Sometimes the staff connects with Social Services who help young people in risk, but in general, the children will be send to Fedasil center.*

About family tracing, Isabelle said if the children have some relatives in Belgium, they help to find them and to connect.

*Some children can visit other families in the weekend, opening ways in the future.
Financial support: Minors receive 5 euros in the week.*

The minors can see the doctor and the nurse when they need.

Now the majority of minors are from Magreb and the smaller are 13 and the most are 16 and 17 years. Many minors live in the street, about 30%, they are no rules, nobody ask

In our opinion this center has a good practice for arriving minors because in the entrance we can see NO HANDCUFF. Minors receive the information that is not a police center; it is an open center and specific for minors. When minors come into the center they see a big drawing of an aquarium (see the picture)

YVOIR RED CROSS (French Area) and CARDA (Centre d'Accompagnement Rapproché pour Demandeurs d'Asile en souffrance mentale). Monitoring asylum seekers with psychological problems. Guided tour by the Director of all the Center, Emmanuel Bonami.

It is a big Center; the capacity is 375 places, 120 places for migrants and the rest for the asylum seekers. The staff are 46 members and volunteers for specific activities (i.e. help to do homework to children) The buildings was an old orphanage and now they work to renovate.

Yvoire started in 1991. We saw 3 buildings which are one important characteristic in this Centre, the organization in "FOYERS". Two or four families or single people cook by themselves in the kitchen they are sharing. Another interesting practice is the "SHOP": the food can order the day before (i.e. meat, fish) and every day vegetable, fruits, and all that they need. Every day they have to sign in Reception to receive one time per week the points to buy in the shop.

The residents can to do community works and the Center pays them and also they receive pocket money (6,50 euros adults and the children 3,50 euros). We see active people cleaning inside and outside the building, washing clothes in the machines, etc.

Another important practice is a quiet residence for handicap person, convalescents, etc.

Now the resident visit to the doctor in the Center but the Director hopes they will be using the Doctor in the community in the future.

Yvoir has an agreement with a Catholic Foundation for the maintenance of the building and also the shop.

CARDA is a specific part of Yvoir for asylum seekers with psychological problems, not for alcohol or drugs addicts. They work for 11 or 12 people send by the other reception centers or by the wn reception center. CARDA has an agreement with Fedasil.

In general the asylum seekers in CARDA can stay 3 months. They started one year and half ago. Francis Dall (Responsible of CARDA and Psychologist) and Marie Francoise (Criminalog) explain to us different kind of therapy they use with traumatised people. The most important are Art Therapy, Relaxing (in group, by Jacokson system), Psychodrama and Massage.

This is a holistic project to help people expressing feelings and loss.

When the clients arrive in CARDA the staff try to involve them, CARDA “is not a place for holidays”, they need to work to be better. They try to give them structures on the day. In the morning together they decided the menu, sometimes the residents cook and sometimes the staff

They have to participate in several activities. After breakfast all the residents start. However each person need a rhythm, but if they don't do anything after 2 months the staff send him/her back to the reception center and he or she can return if he/she decided it.

The Responsible talk about some cases with psychosomatic disorders, depression, etc. For example, Tchechenian man at first the psychologist did an intensive work with him because he refuse to do a doctor examination, no art therapy, no cooking, etc.

Also they prepared to the residents and their family, if it is possible, for the return in the big center.

DEN ARK (LOI at GEEL (Flaming area) Kurt and Mieke (Social workers) receive us in the office, situated downstairs the apartments (see the picture)

This initiative starts in May 2005; they house 13 young asylum seekers between 16 and half to 18 years old. They can stay there up to 18 years of age or up to the end of the study year in which they reach 18 in order to finish the school. The majority of the young are from Afghanistan and some from Ethiopia, Somalia and Iraq. Minors learn to live by themselves

They live in a studio with own kitchen and bathroom. They receive 50 euros per week in the Social Centre to buy food and drink and a little money for clothes and sport. LOI works together with the police about different things and they go to contact personal.

Staff in the LOI: 4 socials workers and 1 pedagogue. They are very involved in their job and have good relations with the young ones.

The minors go to school two days and three days to work. LOI tries to integrate them in different activities and sport and help them to do homework and use practical training to learn them (to make an appointment with the doctor; to help with the budget, etc. In the summer they have a weekend together with the young.

Phone is open in the office from 7 to 19 h and they can reach the staff in the night and the weekend if they need for emergency. The young have to have a mobile and LOI can help them to get one.

Minors have a blue card to visit the doctor and take the bus free. LOI gives them a bike to own.

We have seen a studio of a young man, the body building room and we have been shown a project to recycling plastic, glass, papers and other debris by themselves.

SINT-TRUIDEN RECEPTION CENTER (FLAMMIG AREA) An example of Fedasil Center. Directed by Patrick Meers.

The capacity of the center is 350 places. There are many separate buildings. However it doesn't look so big. They receive singles male and female; families and unaccompanied minors. We visited the centre for three days and talk with several professionals and also residents. The rooms for single people are separated for women and for men and each of them for 1 or 2 people. The families live in 1 room.

In the other part there is the unaccompanied minors buildings; 2 minors share 1 room. The Centre has a lot of animation activities for the residents. Like music room, mode show to make clothes; painting room, sculpture room; library and places for women like hairdresser, sport activities for men and children. Places for men and women are apart once per week, they can do computer, look television, drink coffee in the cafeteria where they can celebrate parties.

The Center works to integrate residents with local people and they invite school children and make games together with them. Also they organize the football cup. There are 6 social workers 2 for the minors and 4 for the adults. We talk to one of them called Greet who explains that they are different tasks, but the main it is to inform about the procedure and social support. Frequently the residents need to be heard about their personal and family situation and she will be send to the doctor. A psychologist will start on next month inside the Centre.

In the Medical Service there is one doctor full time and one half part of the day. Also three nurses complete the team. We talk with the Dr. Christiana Reijniers in this Service. The asylum seekers can visit every day, when they need is open.

Pregnant women will be seen by the nurse at first. After that the women will be seen by the doctor and they receive adequate and ongoing health screening and they have to access to medication and gynaecological treatment by the normal way like the Belgium citizens. No problem to find interpreters if necessary. They can have an abortion if they want.

Old people visit the doctor and receive appropriate medication and treatment when they need. In the town there are two hospitals, one for children and one for adults, with Psychiatric Service and she told us it is difficult to continue the treatment because of the language. 'Kind en Gezin' is a Belgium organisation coming in the Centre for prevention and vaccinations of the children from 0 to 6 years.

An office called “The Point” by Lyc who has special skills to communicate with residents and he work together with the social workers. Every practical thing the residents ask him. Newspapers, iron, economat, jobs for the community. They receive 1,9 euros per hour if they work.

UNACCOMPANIED MINORS CENTRE IN SINT TRUIDEN.

Anita Peustjens, the Responsible of Minors, shows us the protocol used by the staff to collect individual information they fill up at the first meeting. They try to make a picture of the minor and the family. Also they write if minor has special marks, tattoo or piercing in case they get lost.

The minors go to the school in the community. They receive 6,5 euros every week, but if they don't go to school they lose 3 euros. The staff try to motivate minors. Most of members of the staff are trained to communicate with the minors. Also they teach them about sexual information. They have a tutor and if the minor wants go out of the Centre for one or more days, they have to ask for permission to the tutor. If they can go they have to leave an address and telephone's number.

The staff have meeting with the minors every week and they organise many sporting activities.

We have the opportunity to have a lunch with the minors when they came back from the school. We observe good relations between them and the staff. In the end we talk with a minor from Ghana who will be 18 years in December and his will be move to in the normal reception centre.

In this centre 4 or 5 years ago a project called *Peter and Meter* started. They have a group of mentors from the community, they commit to visit and to invite the minors to different kind of recreation activities. This is important because the minors don't have family or friends in the country and they can learn about the country and have an positive experience. The staff visit them and do a test to be sure is a good family.

CONCLUSIONS

The asylum procedure in Belgium is a serious, competent and specialised work to study all the cases in deep and the treatment of the asylum seekers is done by respect and dignity. The Commissioner General and his staff try to grant protection to persons who have a well founded fear of persecution or who would face a real risk of suffering harm when asylum seeker returning to their country. Now the question is about finishing the cases in one year as is said in the new law.

FEDASIL and Red Cross collective reception centres for asylum seekers are open centres. However, there are also closed centres, receiving foreigner not requesting asylum and failed asylum seekers. But these are not the competence of Fedasil. MSF to report the high human cost of the detention.

YVOIR At the Red Cross Reception Centre asylum seekers can buy in the shops and cook in the kitchen by themselves in good facilities. The accommodation is organised in *foyers* and so they have a life more normal.

We have considered for vulnerable groups the next good practices:

CARDA from Red Cross at Yvoir is also a specialised therapy centre to treat asylum seekers with mental problems from the reception centres.

Centre for Observation and Orientation of unaccompanied Minors (COO) from FEDASIL is a specific task to identify profiles and special needs of them.

Local Initiative at Geel can be considered an example of good practice for minors from 16 to 18 years old. They learn to live by themselves and have possibility of work .

Centre of Unaccompanied Minors in SINT TRUIDEN have taken care of them with good supports and help them to have a network just like a family inside and connecting friends outside.

Finally, much of this information will be useful at home in our respective organisations and also shared with the other colleagues.

1.COUNTRY PROFILE / STATISTICAL DATA

Please provide data on the following for the whole of the country, if available, unless otherwise specified. This information will be used to compile a basic country profile database which can be updated yearly.

General Information:									
Country:	BELGIUM								
Organisation, address, website:	Fedasil, Rue de Chartreux, 21, 1000 Brussels Http:// www.fedasil.be								
Governing institution:	Ministry of Social Integration								
Total number of employees:	1060								
Annual budget (EUR):	Fedasil 2007 239 263 300 euros								
Daily accommodation costs per one asylum seeker (EUR):	Fedasil 57,35 euros Red Cross 35,27 euros NGO's 28,81 euros Socialist mutuality 33,22 euros Municipality 35,61 euros								
Asylum grant proceedings:									
Legal duration of asylum grant proceedings:									
Organisation liable for asylum grant proceedings (if other than above)	<ul style="list-style-type: none"> ➤ The Aliens Office. Ministry of the Interior ➤ Commissioner General's Office for Refugees and Stateless Persons ➤ Council for Aliens disputes 								
Legal regulations governing asylum grant proceedings, their last amendment	Law of 15.12.1980, Last amendment Law of 15.09.2006								
Total number of asylum applications during: (indicate numbers and year)	2006 11.587 January / August 2007 7.208								
Total number of granted asylum in accordance with the Geneva Convention during: (indicate numbers and year)	2006 1917 January / August 2007 179								
Total number of provided subsidiary forms of protection: (indicate numbers and year)	Belgium started to provide subsidiary forms of protection 1.10.2006 October/December 2006 8 January/August 2007 179								
5 top countries of origin of asylum seekers: (indicate year)	September 2006 August 2007 1. Russia 2. Serbia Montenegro 3. Iraq 4. DR Congo 5. Afganistan								
Accommodation of asylum seekers									
Total of accommodation capacity (number of beds):									
Types of accommodation: (more then one answer possible)	<table style="width: 100%; border: none;"> <tr> <td>X houses</td> <td><input type="checkbox"/> hotels</td> </tr> <tr> <td>X bungalows</td> <td><input type="checkbox"/> boats</td> </tr> <tr> <td><input type="checkbox"/> caravans</td> <td><input type="checkbox"/> tents</td> </tr> <tr> <td>X military barracks</td> <td>X (shared) rooms</td> </tr> </table>	X houses	<input type="checkbox"/> hotels	X bungalows	<input type="checkbox"/> boats	<input type="checkbox"/> caravans	<input type="checkbox"/> tents	X military barracks	X (shared) rooms
X houses	<input type="checkbox"/> hotels								
X bungalows	<input type="checkbox"/> boats								
<input type="checkbox"/> caravans	<input type="checkbox"/> tents								
X military barracks	X (shared) rooms								

	<input type="checkbox"/> other (specify): Reception is organised in two steps 1 st . collective reception centre for 4 months 2 nd . Individual reception facility
Number of facilities:	Federal government, Fedasil 18 reception centres, 3580 beds Partners of Fedasil <ul style="list-style-type: none"> ➤ Red Cross 23 reception centres, 3513 beds ➤ Socialist mutuality 1 reception centre, 47 beds ➤ Municipalities, mainly individual reception facilities 7065 beds. ➤ NGO's, mainly individual reception facilities, 1350 beds
Average length of stay of asylum seeker in asylum reception facility:	9 months
Asylum seekers has possibility to live in private housing:	<input checked="" type="checkbox"/> yes if an asylum seekers chooses to live in private housing, he is only entitled to medical assistance <input type="checkbox"/> no
Asylum seeker's freedom of movement:	<input checked="" type="checkbox"/> without restriction <input type="checkbox"/> restricted: daily registration <input type="checkbox"/> obligatory permanent presence in asylum facility <input type="checkbox"/> detention
Services provided:	
Types of catering:	<input type="checkbox"/> individual cooking at the individual reception facility <input type="checkbox"/> catering provided at the collective reception facility <input checked="" type="checkbox"/> combined
System of provision of financial and material aid:	<input type="checkbox"/> cash <input type="checkbox"/> payment in kind <input checked="" type="checkbox"/> combined
Asylum seeker's access to the labour market:	<input checked="" type="checkbox"/> no <input type="checkbox"/> yes, specify conditions:
Lessons of local language available:	<input type="checkbox"/> compulsory <input checked="" type="checkbox"/> voluntary <input type="checkbox"/> none
Vocational training available:	<input checked="" type="checkbox"/> yes, but there are limitations <input type="checkbox"/> no
Extent of health care provided:	<input checked="" type="checkbox"/> standard – same as health care provided for citizens <input type="checkbox"/> different, specify:
Obligatory initial medical examinations:	<input type="checkbox"/> none <input checked="" type="checkbox"/> lung X-ray (TB) <input type="checkbox"/> venereal diseases <input type="checkbox"/> taking of biological material samples <input type="checkbox"/> other, specify:
Vulnerable groups:	
Definition of vulnerable groups – please indicate the categories which are considered vulnerable in the reception system:	<input checked="" type="checkbox"/> Unaccompanied minors <input type="checkbox"/> Single women <input checked="" type="checkbox"/> Pregnant women <input type="checkbox"/> Families with children <input checked="" type="checkbox"/> Elderly <input checked="" type="checkbox"/> Incomplete families (single women with minor children)

	<input checked="" type="checkbox"/> Mentally handicapped <input checked="" type="checkbox"/> Physically handicapped/disabled <input checked="" type="checkbox"/> Victims of trauma and other people with mental health problems <input checked="" type="checkbox"/> Others, specify victims of human trafficking and torture
Please indicate number of asylumseekers for each category a) the whole country b) the reception facility – when available	
Unaccompanied minors	360
Single women	648
Families with children	7828
Elderly	Numbers are not available
Incomplete families (single women with minor children)	812
Mentally handicapped	Not available
Physically handicapped/disabled	Not available
Victims of trauma and other people with mental health problems	Not available
Others, specify	Not available



Centre for Observation and Orientation of unaccompanied minors (COO) (FEDASIL) at NOH



Centre for Observation and Orientation of unaccompanied minors (COO) (FEDASIL) at NOH



Red Cross Centre at Yvoire



CARDA (Centre d'Accompagnement Rapproché pour Demandeurs d'Asile en souffrance mentale) at Yvoir



Red Cross Centre at Yvoire



DEN ARK Local Reception Initiative at Geel



Unaccompanied Minors reception center in Sint Truiden. Anita Peustjen



Medical Service. Sint Truiden Reception Centre



Sint Truiden Reception Centre. Accomodation



Unaccompanied Minors reception Centre. Sint Truiden



Sint Truiden Reception Centre. Restaurant

Sint Truiden Reception Centre. Direccion. Habitaciones

