

# Report of exchange programme in Denmark

***enaro***  
EUROPEAN NETWORK OF ASYLUM RECEPTION  
ORGANISATIONS



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## Itinerary

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Location	Sandholm

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Organisation	Red Cross
Data	Thursday 11-10-2007
Location	Red Cross Culture House, Copenhagen

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Organisation	Red Cross
Data	Thursday 11-10-2007
Location	Sandholm

Name	Different colleagues
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Location	Sandholm

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Data	Monday 15-10-2007
Location	Sandholm

Name	Gitte Nielsen
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Data	Monday 15-10-2007
Location	Gribskov

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Data	Tuesday 16-10-2007
Location	Sandholm

Name	Michael Ironfitz
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Data	Wednesday 17-10-2007
Location	Kongelunden

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## Introduction

From 10 till the 18th of October we were visiting Denmark for the ENARO exchange programme. The special assignment we had was to investigate what the special arrangements are for vulnerable groups in the reception of asylum seekers. During this exchange programme we were visiting several centres. Our "home base" was the centre of Sandholm which is a reception and departure centre. We also visited special centres, Gribskov which is a centre for the Unaccompanied Minor Asylum seeker and the centre of Kongelunden which is a special care centre. The Red Cross Culture House in Copenhagen was also very interesting to visit.

We gained a lot of information and have a good impression of how the Red Cross works in Denmark. We think we can use a lot of this information in our home countries and will bring good practices back home.

We would like to thank everybody who made this experience possible and helped us gather information. Special thanks to Maja Rettrup Andersen who arranged everything so well.

Elise Bauwens, Fedasil, Belgium  
Jannie Munnik, COA, the Netherlands

## 1. Country profile / statistical data

<b>General Information:</b>	
Country:	Denmark
Organisation, address, website:	Danish Red Cross, Asylum Department
Governing institution:	Danish Red Cross
Total number of employees:	Approx 250 permanent staff members + approx 250 on short contracts or hired for special projects
Annual budget (EUR):	
Daily accommodation costs per one asylum seeker (EUR):	
<b>Asylum grant proceedings:</b>	
Legal duration of asylum grant proceedings:	No limit
Organisation liable for asylum grant proceedings (if other than above)	Danish Immigration Service
Legal regulations governing asylum grant proceedings, their last amendment	Aliens Act
Total number of asylum applications during: (indicate numbers and year)	1960 during 2006 (922 after Dublin procedure)
Total number of granted asylum in accordance with the Geneva Convention during: (indicate numbers and year)	18% in first instance approx 25% in Refugee Council
Total number of provided subsidiary forms of protection: (indicate numbers and year)	
5 top countries of origin of asylum seekers: (indicate year)	1. Iraq 2. Serbia-Montenegro 3. Afghanistan 4. Iran 5. India
<b>Accommodation of asylum seekers</b>	
Total of accommodation capacity (number of beds):	1400
Types of accommodation: (more then one answer possible)	<input type="checkbox"/> houses <input type="checkbox"/> hotels <input type="checkbox"/> bungalows <input type="checkbox"/> boats <input type="checkbox"/> caravans <input type="checkbox"/> tents <input type="checkbox"/> + <b>military barracks</b> <input type="checkbox"/> (shared)  rooms  <input type="checkbox"/> other (specify): <b>Former resthomes, a former hospital</b>
Number of facilities:	8
Average length of stay of asylum seeker in asylum reception facility:	
Asylum seekers has possibility to live in	<input type="checkbox"/> <b>yes, under certain circumstances</b>

private housing:	<input type="checkbox"/> no
Asylum seeker's freedom of movement:	<input type="checkbox"/> <b>without restriction, but they are obliged to live in the centres. This is only found out every 2.nd week at payment day</b> <input type="checkbox"/> restricted: daily registration <input type="checkbox"/> obligatory permanent presence in asylum facility <input type="checkbox"/> detention
<b>Services provided:</b>	
Types of catering:	<input type="checkbox"/> individual cooking <input type="checkbox"/> catering provided <input type="checkbox"/> <b>combined, depending on status</b>
System of provision of financial and material aid:	<input type="checkbox"/> cash <input type="checkbox"/> payment in kind <input type="checkbox"/> <b>combined</b>
Asylum seeker's access to the labour market:	<input type="checkbox"/> <b>no</b> <input type="checkbox"/> yes, specify conditions:
Lessons of local language available:	<input type="checkbox"/> compulsory <input type="checkbox"/> voluntary <input type="checkbox"/> <b>none</b>
Vocational training available:	<input type="checkbox"/> yes <input type="checkbox"/> no
Extent of health care provided:	<input type="checkbox"/> standard – same as health care provided for citizens <input type="checkbox"/> different, specify:
Obligatory initial medical examinations:	<input type="checkbox"/> <b>none obligatory, but a medical check is offered and the acceptance rate is very high (99%)</b> <input type="checkbox"/> lung X-ray (TB) <input type="checkbox"/> venereal diseases <input type="checkbox"/> taking of biological material samples <input type="checkbox"/> other, specify:
<b>Vulnerable groups:</b>	
Definition of vulnerable groups – please indicate the categories which are considered vulnerable in the reception system:	<input type="checkbox"/> <b>Unaccompanied minors</b> <input type="checkbox"/> <b>Single women</b> <input type="checkbox"/> Pregnant women <input type="checkbox"/> Families with children <input type="checkbox"/> <b>Elderly</b> <input type="checkbox"/> <b>Incomplete families (single women with minor children)</b> <input type="checkbox"/> <b>Mentally handicapped</b> <input type="checkbox"/> <b>Physically handicapped/disabled</b> <input type="checkbox"/> <b>Victims of trauma and other people with mental health problems</b> <input type="checkbox"/> Others, specify

## 2. Red Cross, General information

### 2.1. ICRC/IFRC

On top of the Red Cross, you can find the International Committee of the Red Cross (ICRC) and the International Federation of the Red Cross (IFRC). Underneath those, you can find the national Red Crosses, so in the case, the Danish Red Cross (Dansk Røde Kors).

### 2.2. 7 principles <sup>1</sup>

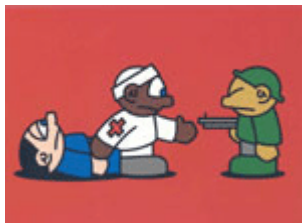
The 7 Fundamental Principles are 40 years old!

Proclaimed in Vienna in 1965, the seven Fundamental Principles bond together the National Red Cross and Red Crescent Societies, The International Committee of the Red Cross and the International Federation of the Red Cross and Red Crescent Societies. They guarantee the continuity of the Red Cross Red Crescent Movement and its humanitarian work.

Join us in the celebration of the principles and what they stand for!

#### **Humanity**

The International Red Cross and Red Crescent Movement, born of a desire to bring assistance without discrimination to the wounded on the battlefield, endeavours, in its international and national capacity, to prevent and alleviate human suffering wherever it may be found. Its purpose is to protect life and health and to ensure respect for the human being. It promotes mutual understanding, friendship, cooperation and lasting peace amongst all peoples.



#### **Impartiality**

It makes no discrimination as to nationality, race, religious beliefs, class or political opinions. It endeavours to relieve the suffering of individuals, being guided solely by their needs, and to give priority to the most urgent cases of distress.



#### **Independence**

The Movement is independent. The National Societies, while auxiliaries in the humanitarian services of their governments and subject to the laws of their respective countries, must always maintain their autonomy so that they may be able at all times to

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<sup>1</sup> <http://www.ifrc.org/youth/resources/principles.asp>

act in accordance with the principles of the Movement.



### **Neutrality**

In order to continue to enjoy the confidence of all, the Movement may not take sides in hostilities or engage at any time in controversies of a political, racial, religious or ideological nature.



### **Unity**

There can be only one Red Cross or one Red Crescent Society in any one country. It must be open to all. It must carry on its humanitarian work throughout its territory.



### **Universality**

The International Red Cross and Red Crescent Movement, in which all Societies have equal status and share equal responsibilities and duties in helping each other, is worldwide.



### **Voluntary service**

It is a voluntary relief movement not prompted in any manner by desire for gain.



## 2.3. Danish Red Cross

### The president and the Board

The president of the Danish Red Cross is Bodil Nyboe Andersen. The decisions and policies within the Red Cross however are decided on the Board. The Board exists out of representatives for the volunteers from all over Denmark. Those representatives are also volunteers chosen by volunteers and all have different backgrounds and opinions.

### The Secretary General and 4 departments

Next up you have Jørgen Poulsen, who is the Secretary General and is head of the hired staff. He works underneath the Board. When decisions have to be made or policies changed, he can make propositions to the Board.

Working for Jørgen Poulsen, you have 4 departments: the information department, the international department, the national department and the asylum department.

The difference between the asylum department and the others is that asylum department is funded by the Danish Government while the other departments are supplied by fundraising etc. Therefore also it's administration is done separately.

## 2.4. Asylum department

The asylum department of the Danish Red Cross exists since 1984 and has Jørgen Chemnitz as its head. The responsible ministry for the asylum department is the Ministry for Refugees, Immigrants and Integration. The Immigration Service, which handles the asylum procedure, is a subdivision of the same ministry. The Minister for Refugees, Immigrants and Integration is Rikke Hvilshøj.

### The Secretariat

Underneath Jørgen Chemnitz, there is the secretariat which is situated in the head office and provides many services:

- IT department
- Public Relations
- Financial and negotiating department
- Legal advice department
- Tracing Service (mandatory by ICRC)
- Human Resources

The financial and negotiating department is responsible for the negotiations with the ministry and is supported by the legal advice department. This last department tries to translate laws to what they mean in practice so that Jørgen Chemnitz can make recommendations to the ministry. The ministry however, is not bound to take these recommendations into consideration. The Red Cross always defends the humanitarian side of the story.

Every year, the asylum department also has to negotiate with the Immigration Service about finances and what will be delivered for the money. There will be a contract about the responsibilities of the Red Cross and those of the Immigration Service.

E.g. How much money will each asylum seeker get etc.

The Human Resources department has got a budget for training sessions for the employees. Some of that money goes to an annual conference where all staff is invited. On this conference, a lot of workshops are organised and the main goal of this conference is for the employees to have a good day, get to know one another etc. The rest of that money is used to give training sessions about:

- first aid (mandatory)
- managing conflicts
- fire safety
- 4 day education for new staff members (mandatory)

## 2.5. Centres and departments

There are now 8 centres from the Red Cross and 2 centres that are run by the local commune.

Besides the centres there is also the school department, the healthcare department and the Building and Service department. All the Red Cross centre leaders and the leaders from the three departments form the 'leader group', which works on the same level as the secretariat.

The leader group comes together every two weeks and then has contact with Jørgen Chemnitz.

The different Red Cross centres are:

- Centre Kongelunden (Special care centre)
- Centre Gribskov (Unaccompanied minors)
- Centre Sandholm (Reception and departure centre)
- Centre Avnstrup (Residence and half reception centre)
- Centre Fasan (Vulnerable single women's centre)
- Centre Jelling (Residence centre)
- Centre Thyregod (Centre for invited asylum seekers from Irak)
- Centre Ebeltoft (Idem)

These are all open centres but there is an important difference between a reception centre and a resident centre. A reception centre is the first centre you go to after arriving in Denmark, which is mostly Sandholm. Normally you stay there about 4 weeks but in practice it can take much longer than that. A resident centre is the centre you go to after having been in a reception centre. This rule applies for all kinds of asylum seekers.

Centre Thyregod and Ebeltoft are now filled with 300 people from Irak, who worked for the Danish army in Iraq as translators. They are so to speak 'invited asylum seekers' and are most likely to get a residence permit. These centres have the same management as centre Jelling.

In most of the centres there is staff around the clock. Only in the centres Fasan, Jelling, Thyregod and Ebeltoft there is no staff around the clock. Most of the centres do have staff 24/7 because they are all in some way special.

The two centres run by the local commune are those in Hanstholm and Brovst.

The school and health care departments exist because the politicians in Denmark don't want to accept having asylum seekers integrated into society. The asylum department therefore has its own schools and its own health care centres.

Only if children reach a certain level in school, an agreement can be made with a regular school, but the schools can always refuse.

The adult asylum seekers are not allowed to learn Danish but they can learn English. They can only learn Danish when they have gotten a residence permit or are taking a job training course in a company or are taking a course outside the Red Cross.

#### Prison for asylum seekers

On the same domain as (reception and) departure centre Sandholm, there is a prison run by the ministry of justice. It is a special prison for asylum seekers. People who committed a crime do not go there. It is only for the asylum seekers who have to be deported and do not cooperate with the police. Also people who have to be sent back to a EU-country because of the Dublin convention end up there.

It is on the same domain as the departure centre Sandholm for a reason. When families have to be sent back, often only the father or mother is put in this prison. The rest of the family then stays in the departure centre. This way, they try to make sure all the family members stay there so they can be sent back all together. In the mean while, the children can still be free.

Every 4 weeks, each detainee has to appear before a board. There it is decided by a judge whether the prisoner must remain imprisoned or not.

The prisoners are allowed to work. In prison, it is the law of justice that applies and not the immigration law. All prisoners are allowed to work and earn money with that.



### 3. Asylum procedure

In Denmark the asylum procedure is handled by the Immigration Service. The Red Cross is the organisation which is responsible for the accommodation of asylum seekers in Denmark.

#### 3.1. Immigration Service

In 2006 about 1960 people applied for asylum in Denmark. To apply for asylum an asylum seeker must contact the police. They must establish the nationality and identity of the asylum seeker. According to that, the police will take fingerprints and take a photograph of the asylum seeker. Also an official statement from the asylum seeker including a description of the route he or she travelled by to Denmark will be recorded. This route of travelling is important to investigate if the asylum seeker, before he came to Denmark, has been visiting an other European country where he or she has been in contact with official authorities. If this is the case, according to the Dublin Convention, the application will be processed in the first country of registration. Also the asylum seeker may be referred to a 'safe third country' for processing. An applicant may be sent on to such a country if he or she has resided there prior to arriving in Denmark.

The Immigration Service decided in 2006 that 922 applications were to be processed by the Danish authorities. In order to determine whether or not the asylum can be granted, the asylum seeker has to fill out an application form in which he or she can explain in more details the reason of seeking asylum. After this, the Immigration Service will interview the asylum seeker, always with help of an interpreter.

After this interview the Immigration Service will make a decision. They base the decision on the interview as well as general information on conditions of the applicants country of origin. If this decision is a positive one, people can stay in Denmark first of the duration of one year. Each year they have to renew their status again until they have been 7 years in Denmark. The renewing of the temporary status will be automatically if the situation in the home country doesn't change drastically. After these 7 years a permanent status with a Danish passport will be given if the following conditions are met:

- there should not be big changes in the home country and on the grounds the refugee appealed 7 years ago;
- complete an introduction programme;
- complete planned activities as dictated by the Activation Act;
- pass the integration test, which includes a full time job for 2,5 years and pass the Danish language test of certain level. Of course some people are excluded;
- not have been sentenced to prison for serious crimes longer than 2 years;
- not have any overdue public debt.

If the decision is a negative one, asylum seekers make an appeal to the Refugee Appeals Board. This appeal is done for them, their file is automatically sent to the Refugee Appeals Board. The Refugee Appeals Board will point a free lawyer to the asylum seeker who will represent him or her. The final decision will be made by the Refugee Appeals Board. If this decision again is negative the asylum seeker officially needs to leave Denmark. In 2006 the Immigration Service ruled in about 1040 cases and approximately 18% were granted asylum.

Sometimes the Immigration Service considers cases manifestly unfounded. These cases are sent to the Danish Refugee Council. They have to decide again if they are manifestly unfounded and if they agree with the Immigration Service the application will be rejected definitely. If the Danish Refugee Council disagrees, the case will go to the Refugee Appeals Board for a final ruling. In 2006, approximately 25% received asylum after their case went to the Refugee Council.

Very few people get a residence permit on humanitarian grounds. The Ministry of Refugees, Immigration and Integration Affairs has the authority to grant a temporary residence permit to an asylum seeker whose application has been rejected.

If an asylum seeker is rejected and working together with the police to send back to their home country and if this deportation is impossible, the Immigration Service can issue a temporary residence permit for in first instance 12 months.

### 3.2. Three phases by Red Cross

The Red Cross divides the asylum procedure into three Phases:

Phase 1 is actually the application for asylum which takes place in the reception centre of Sandholm. There, the registration by Immigration Police (fingerprints, ID, route of travelling) takes place. During this phase, the Immigration Service will establish if the asylum seeker has a Dublin Claim. The Red Cross will accommodate the asylum seeker and gives an optional health check up. In this phase they can eat 3 times a day in the restaurant of the reception centre. People will receive a white card (sort of identity card) when their asylum application has been taken into account by the Immigration Service.

Phase 2 is the procedure, people are waiting for the decision made by the Immigration Service or by the Refugee Appeals Board as you can read in 3.1.. During this phase people receive money to make their own food and support themselves. If they get a positive decision the procedure stops, they will be recognized as a refugee and will start an integration programme in the municipality. The integration programme is no longer the responsibility of Red Cross. If people receive a negative decision they go into phase 3.

Phase 3 is the phase rejected asylum seekers are in. At this moment about 80% of the asylum seekers come into this phase. Most of them live 4 to 7 years in an asylum seeker centre. They live in the departure centre Sandholm or Avnstrup. People should leave the country voluntarily. Sometimes they cooperate to leave the country and sometimes they don't. People who do not cooperate will no longer receive money, instead they receive a card with which they can eat 3 times a day in the restaurant of the departure centre. Also they receive points after 6 months to receive clothing. The Red Cross doesn't put those people into the streets because they are a humanitarian organisation. The positive thing is that they know where the rejected asylum seekers are. If it is possible to send those people home, then it can happen that people get lifted from their beds and they get transported by force to their home countries.

## 4. Red Cross Culture House

The Red Cross Culture House is located in Copenhagen. It consists of several floors where different tasks are arranged for the reception of asylum seekers.

### 4.1. Psychotrauma centre

At the psychotrauma centre, psychological help is given to asylum seekers. If the medical staff of an asylum centre indicates asylum seekers to have psychological help they can come to visit the Red Cross Culture House. Psychiatrist and psychologists also visit the asylum centres if this is necessary, they often have a working place at a centre.

### 4.2. School for adults

In the culture house it is possible for adult people to go to school. Adult people are divided into 2 groups:

The young group (17-21 years of age) they have 20 hours education each week.

The older group (22 years of age and up) they have 10 hours education each week and 10 hours of work to do at the centre where they live.

They get lessons in:

- English
- Grammar
- History
- Computers

It is also possible to have Danish lessons but this is only accessible if somebody needs them for example for external job training. You can read more about job training in 4.3. Job centre.

In a centre people make a contract which says how often you need to go to school, which classes you will be following etc. Officially this contract is from the Immigration Service but the employees of the Red Cross who work in the jobcentre fill in the contract with the asylum seeker. A contract is enclosed in appendix 1. If people do not live up to this contract they will not receive their extra allowance for their money. Information about the amount of money asylum seekers receive you can find in appendix 2.

If an adult goes to school in the Red Cross Culture House and he or she lives for example in Sandholm than they get a monthly card for public transport if they visit the Red Cross Culture House 3 times a week. If they visit the Red Cross Culture House less than 3 times, they will get a travel ticket for each travel. Of course if they don't come at all, the Red Cross will stop giving them the monthly card or the travel tickets.

At the centre, new arrivals can participate in a course about life as an asylum seeker in Denmark. They get information about living life in Denmark, the asylum procedure and what is expected from them. After this they can take the courses in the Red Cross Culture House.

### 4.3. Job centre

When an asylum seeker moves into an asylum seeker centre they make a contract with a staff member of the job centre at the asylum seeker centre. They discuss what the person wants to do, what their experiences and qualifications are and what sort of work they would like to do in the future. So in this contract their lessons, as mentioned in 4.2. School for adults are described, and their activities are described.

These activities are job training placements which can be internal, in the centre, or external. Jobs inside the centre diverse from cleaning common areas to act as caretaker

and assistant teacher in the children's school or kindergarten. In the centre people can work unlimited. External placements take place in normal Danish work places, which are required to ensure that the asylum seeker extend their experience and have the support of a mentor. Job training means training to collect certain skills, such as professions like carpenter, blacksmith, a car mechanic, etc.. It is not allowed for asylum seekers to earn money by the external job training. Therefore asylum seekers can only have 13 weeks of working experience because if it takes longer Danish law says that people must earn money.

It is not allowed to have paid work in Denmark as an asylum seeker. But it is possible to get a work permit when you have a profession where there is a lack of in Denmark, like doctors, engineers and IT specialist. Those professions are on the positive list. If people can get their certificates accepted by Danish government than it is possible to work in this profession without earning any money. If people get a job card then they get unlimited education, whatever is necessary. They can get this education in the Red Cross Culture House but also for example in a special school for medical terms when it concerns a medical profession. This also is possible if people are rejected as an asylum seeker (phase 3) but in that case they need to sign a guarantee that they will cooperate returning to their home country.

#### 4.4. Volunteers

At the asylum department of the Red Cross, there is also a lot of voluntary work. In the Red Cross Culture House, there is a coordinator working for the volunteers. This coordinator tries to match the volunteers with the voluntarily jobs at the centres. The volunteers will be coordinated in the centres by a person who is responsible for that. They will have an introduction about the Red Cross at the Culture House if they start to work for them.

Voluntarily tasks:

- gymnastics
- training riding a bicycle
- personal representative of UAM's
- activities (happy summer activities, bbq)

They try to adapt to the wishes of the asylum seeker.

The personal representative of UAM's is a volunteer who has to act in the interest of the child. They accompany the UAM when they have an interview with the Immigration Service or Police. Also when there is a hearing or investigation about a child's asylum case. The representatives ensure that the child understands the questions and that the interview proceeds in a good atmosphere. The representative supports the child in its claim for asylum and with any personal problems and is a guarantor of the child's wellbeing and rights. In special difficult cases, which the volunteer can't handle, Red Cross uses professional representatives who are employed and have the right skills.

There is no kind of compensation for the volunteers, also travel costs are for their own expenses. They can take a car or use train tickets when they accompany the child, but to come to the centre where they live or to the Red Cross Culture House they do not receive money.

#### 4.5. Activities

The Red Cross Culture House also arranges several culture, music, art and sports events for asylum seekers. There is also the Danish Red Cross media course, which combines language teaching with the production of a newspaper. [www.newtimes.dk](http://www.newtimes.dk) is the newspaper made by asylum seekers about asylum and human rights issues in Denmark and around the world. Some of the projects and courses are part of the want2work programme supported by the EU.

## 5. Medical care

Kirsten Schaumburg is the head of the health care department.

### 5.1. Medical screening

The medical screening of new residents is done as soon as possible, hopefully within the first week. The nurse then looks for physical, mental and social matters.

Only people who come from certain countries are tested for TB, hepatitis, etc. There is a list the nurses work with, and all the 'dangerous countries' are marked in brown.

The healthcare departments in the centres are open from 9h to 12h. At night or in the weekends, the staff members can always call for a doctor outside the center.

In most centers there is a doctor for 4 days a week.

In center Sandholm there is a cooperation with 3 psychiatrists in Hillerød, a town nearby. They can be called if necessary and there is also a psychologist who can be contacted.

The healthcare department has an electronic database. For all the residents, also the children, there's an electronic file with their case history. This database is only available for the medical staff. The database is a very efficient tool and has a very logical buildup. For every kind of consultation, there is a subdivision, so you can easily see what kind of treatment this person has had.

### 5.2. Pregnant women

For pregnant women, there is a checkup by the midwife when they're 7 months pregnant. Pregnant women also get extra vitamins. It is normal procedure for the women to deliver their baby in the hospital but it has occurred before that women had their baby in the centre.

After a minimum of 6 hours in the hospital after delivering a baby, it is possible for the women to come back to the center. It is recommended though that they stay there a little longer than that. It are also the nurses that make sure the registration of the babies takes place etc. and breastfeeding is being promoted.

In centre Sandholm there is an activity for mothers with very young babies. They are now 4 mothers who go swimming with their babies, which is also very good for their mental health, for networking and for making contacts. Sometimes other activities such as Nordic walking, gymnastics, bicycle education for the women and their children are also organized. Body and mental health are being promoted!

### 5.3. Children

For the children (and their families) there is a special nurse, who does the health examination with the doctor and gives them the necessary vaccinations. Children under the age of 6 always get a blood test for hepatitis and if they haven't had one yet, they get a vaccination. The children always get calcium tablets and if they lack vitamin D, they get drops once a month for three months. The kids also are educated about right behavior and how to eat healthy.

The children are mostly not afraid of the nurses. Gradually their relationship gains more trust. The nurses also organize activities together with the youngsters between the age of 14 and 17 to enhance the networking. Outdoor activities and activities outside of the centre also improve their mental health.

### 5.4. Families

There are special classes given to parents to inform them about family planning. There are always condoms available and they can also choose to have other kinds of birth control. The residents are also informed about HIV and are offered to be tested and if necessary treated. They are always free to ask for a HIV-test.

## 6. Children and youngsters

### 6.1. UAM

There is a special centre for the unaccompanied minors called Gribskov, which now exists for about 6 years. The centre lies in the north of Sealand and is situated in the middle of a forest. Gitte Nielsen is the head of this centre as well as for the centre for women, Fasan.

The capacity of Gribskov is about 40 places but they can rent other houses on the same domain if necessary. Right now there are 50 UAM's, so they rented 2 more houses. It are only the older kids that live in those separate houses, because they are given more responsibility and they have to cook for themselves.

The largest groups of nationalities for the moment are:

- Afghanistan (14)
- Iraq (7)
- Chinese (6)

It is the immigration service that decides whether the UAM's have a bone scan or not when they suspect these children to be older than 18.

Most of the residents are boys between the age of 15 and 18 years old. Though the staff thinks it is preferable to have a very mixed group. There aren't many problems between the boys and girls and the girls feel quite safe. Of course the girls don't sleep in the same rooms as the boys, but they can sleep in the same building. When a boy approaches a girl to often or in an inappropriate way, the staff members will have a talk with this boy or take other measures.

#### *Example*

*Once there was a girl from Morocco and an Albanese boy who were in a relationship. The boy took power over the girl and decided for her what to do, plus he sometimes got violent. The psychologist in the centre then tried to give the girl more power to handle the boy, etc.*

#### Reception programme/phase

When the kids arrive in centre Gribskov, a first talk will take place with an interpreter present. The kids will get basic information and will receive a package with basic stuff and things for personal hygiene etc. When necessary, there are also clothes available.

The second day after arriving in Gribskov, a more extended introduction will take place and the kids will be informed about the schools, the Dublin convention, the centre etc. and they will also go to centre Sandholm to get new clothes. Gradually, during their first few days, the kids will also get to know the doctor and nurse, they will start going to school, so they can slowly adapt to their new environment.

In centre Gribskov, there is a school for the kids who just arrived, with one teacher. In the first 5 to 6 weeks after their arrival, the kids are thought Danish there and they also learn about the centre, where they are now, about the Danish society, etc.

Also In these first few weeks after the arrival, the kids stay in one place and food is made for the kids. In the mean while, they get lessons from the same person who cooks, on how to prepare food, how to handle money, how to clean, etc. They teach the kids how to take responsibility.

After the reception phase, the kids have to cook for themselves if they are beyond the age of 15. For the kids up to 15, there will still be a meal prepared for them.

The youngsters are given their allowance every week instead of every two weeks, to keep them from buying other stuff with the money.

The kids also go to another building after the reception phase. This way, it is made less turbulent for the kids that are in the centre for a longer period. Before, people were moving in all the time and that could make them nervous. Now they have more rest.

It happened a lot before that kids would suddenly disappear. This was because Denmark wasn't their goal. Of course they weren't aware of the Dublin convention. Because of this, the staff members now also have a talk about the Dublin Convention in the reception phase. The Red Cross is of the opinion that they have the responsibility to enlighten the UAM's very well because of their vulnerability. It happens a lot less now.

### School

After the reception phase the kids go to Lungeschool where also the kids from Sandholm and Kongelunden go to. They can go to Lungeschool until they're 17 years old. From that age they go to school in the Red Cross Culture House and this approximately from the day they turn 17.

In Danish schools, the kids are divided into age groups. In the Red Cross schools however, the kids are divided into 3 levels.

### Activities and free time

There is a pedagogue in the centre, who organizes activities for the kids in their free time after school. The kids also have the possibility to take part in activities or have hobby's outside of the centre. This is good for them to get in contact with Danish kids and to have a good time. The kids often have a monthly train or bus card and if not, tickets can be given in addition to their pocket money.

It depends on the kids' age whether they can go outside on their own or not. They have to be approximately 15 or 16 years old to go outside on their own. If younger, you have to be accompanied, whether this is done by a volunteer, a family member, staff or your guardian. The kids always have to tell where they're going.

Sometimes the kids can also stay outside of the centre with family. Of course they have to tell the staff members who they're staying with and where they are staying.

### Staff

During the day, from 7h until 15h, there is one employee per house and ±2 employees in the reception house. Mostly there are about 3 employees during daytime. In the afternoon, there are about 5 employees in the whole centre and by night there is 1 employee per house.

The number of UAM's shifts a lot and this can also have consequences for the number of staff members. The number of UAM's has to be very low for a certain period though, before someone is fired.

There are also 1 doctor, 1 nurse and 1 psychologist present in the centre.

The health screening is done by a nurse and the following areas are looked into:

- Illnesses
- Background at home
- Family situations
- What happened on the way from home to Denmark
- Trauma's

This way they try to provide the appropriate health care.

Trust is built little by little because of the professional secrecy. It is made very clear to the kids that what is said here, will not be told to the Immigration Service and because of this, the story told to the Immigration Service can differ from what is said in the centre. Little by little the kids build a trusting relationship with the staff in the centre. It could be very good for the children to be able to tell their true story. The kids also have got a primarily and secondarily contact person in the centre.

The staff members are trained in the following areas:

- How to handle/prevent conflicts
- How to handle special groups, e.g. victims from trafficking
- Pedagogical methods
- The 4 day instruction about Red Cross etc.

This last training, they would like to change in a more specific training in how to work with UAM's.

### Special team

It can occur that some kids have got serious psychological problems, e.g. when they lived in the streets for a long time etc. It is very hard to reach these kids on an emotional level, but they do go to a psychologist, even if it doesn't always help. There is always being looked after that the other kids or staff members don't get in any danger because of other kids and that they can still feel safe. If necessary, extra staff can be hired. There is a special team of people who do not have a permanent contract, but who know the centre very well and can always be hired on a short notice.

### Prostitution

There have been girls who prostituted themselves, especially African girls.

### *Example*

*There was an African girl brought to centre Gribskov after being found by the police prostituting herself. She was probably trafficked and kept disappearing from the centre. Probably she didn't dare to say no to the traffickers. After a while she was placed in a closed institution for youngsters and she stayed there for 4 months. It had been very good for her and it had calmed her down. She had also opened up more towards the staff from centre Gribskov. The staff members from centre Gribskov then made a lot of efforts to get her to tell her true story to the Immigration Service. After this, she got a permission to stay in Denmark on other grounds than the Geneva Convention. There is a paragraph in the immigration law that says that if you can not send unaccompanied minors back to their country in a good way, they can stay. Then they have to go back to the Immigration Service every 2 years as a formality to get a new permission.*

### Guardians or representatives for the UAM's

When the UAM's arrive in Denmark, a guardian is appointed by the Red Cross. These guardians are volunteers and do not always have a professional background. The guardians do not get a fee, but they can sometimes loan a Red Cross car if necessary.

When someone wants to be a guardian for UAM's, they have to contact the Red Cross. Grusche, the coordinator for the guardians or representatives for the UAM's who has her office in the Red Cross Culture House, will then evaluate these people to see if they can be recruited as a guardian or not. There is a list with approximately 50 guardians or representatives.

Grusche also trains and helps these volunteers. The volunteers have to support the UAM's in their procedure, but they also give mental support. Of course you can not prevent some volunteers from being too emotionally involved, which sometimes occurs. Some of the volunteers have got professional skills, others don't. They always try

though, but it can sometimes get too difficult for these volunteers. Because of this, the guardian law is being evaluated.

If necessary, e.g. when trafficking is suspected or with a difficult case, a professional guardian can be appointed. These professional guardians then work for the Red Cross.

The good thing about these voluntary guardians is that the UAM's know that they're not part of the system, which enhances their trust.

### Control

The center hasn't got a gate, but because of its situation, this does not form a problem. When a stranger arrives at the centre, he or she will be questioned about an invitation or something.

## 6.2. Children (2-6) and youngsters (6-17)

In each centre there is a kindergarten and a youth club. The asylum department of the Red Cross annually gets a sum of 37 million DK (5.103.448 euro) to provide the children and youngsters with accustomed accommodation and activities. The kindergartens and youth clubs are very spacious and nicely decorated.

In the kindergarten, there are always 2 staff members per 3 children and the kindergarten is open in the morning and the afternoon. During lunchtime, the parents have to pick up their children.

There is also a coordinator in every centre to organize activities outside of the centre for the children and youngsters. Every child can participate in two activities per week, to have a hobby and get in contact with Danish children.



The kindergarten teachers and pedagogues try to work according to 'the STROP method', a method for pedagogical work with children in refugee centres.

STROP stands for:

- Structure
- Time to talk
- Rituals
- Organized activities
- Parent support

For more information about the STROP method, check appendix 3.

## 7. Older and Disabled people

One of the vulnerable groups are older and disabled people.

### 7.1. Older people

For older people Red Cross does not have special conditions. Of course they can make use of medical support if necessary just like anyone else. Red Cross always tries not to put older people together with young people because they need their rest.

### 7.2. Disabled people

The centre of Avnstrup is adapted to disabled people who live in a wheelchair. Also the centre of Kongelunden can accommodate those people. If people are disabled and they need specific care, which is not available on the accommodation centre, the Red Cross has to make a request to the Immigration Service to provide the money for the specific care. If people are very disabled and can not take care of themselves then in most cases people will live outside the centre in special institutions. Red Cross then also has to make the financial request to the Immigration Service. Red Cross chooses to do so because this is cheaper and then people receive the right care they are in need of. Living in a special institution only happens occasionally.

## 8. Women

Women are one of the vulnerable groups. They can ask for asylum together with their families, as a single parent but of course also alone.

### 8.1. Women in general

For women who live in one of the asylum seeker centres are the exact same conditions as for men. They have a personal contract, you can read more about that in 10.3. Job centre.

### 8.2. Single Women

In Copenhagen there is an asylum seekers centre, Fasan, where women can live without men. They can choose to do so because of several reasons. Some have been raped or attacked by men in their home countries or they have left problematic marriages with a men living in another centre. But of course it is also possible to live as a single women in a regular centre. In a regular centre the Red Cross places women together with other women to enlarge their safety and their feeling of safety.

### 8.3. Pregnant Women

Pregnant women see the midwife when they are 7 months pregnant. They get the same medical care as a pregnant Danish women will get. Normally they will deliver the baby in a hospital. After the baby is born they can leave the hospital after 6 hours, nurses of Red Cross always advices them to stay longer if this is possible. A pregnant women gets a special packaged of about 3500 DK for the baby with all kind of things the baby needs the first months. After the baby is 6 months, the mothers also get a harness to protect the baby from falling out of the buggy.

## 9. People with mental health problems

For asylum seekers who are in need of care beyond the care which is given to all asylum seekers, there is a special centre called centre Kongelunden. The last 20 years, the staff in centre Kongelunden has worked with people with mental and physical health problems. Overtime, the centre has become specialized.

Centre Kongelunden has 100 special care spaces and 100 regular accommodation spaces. Furthermore it has 40 annex spaces and approximately 50 asylum seekers living with family or alone, are connected to it. The centre is manned all 24 hours. Michael Ironfitz is the one responsible for the residents and the whole of the centre.

### 9.1. Centre Kongelunden

At the moment, there are ± 60 residents in centre Kongelunden who are in need of special care and about 70 regular residents. There are also asylum seekers who live with family or in flats rented by centre Kongelunden. These flats are rented for people who are in a very bad mental state and aren't capable of living together with other people. It is done this way, because it is thought that these people are less likely to deteriorate than when they are institutionalized. The people who live in those flats have to come to centre Kongelunden once a week and centre Kongelunden also communicates with the citizens of where these flats are situated. At this moment there are about 4 asylum seekers living alone in such a flat. There haven't been many complaints from the neighbours so far.

#### Referral committee

To be referred to centre Kongelunden, there is a special committee, called the referral committee. The referral committee has representatives from the Danish Immigration Service and the Danish Red Cross. A few members of this committee are: a psychiatrist of the Asylum Department, a doctor of the Asylum department, a lawyer from the Immigration Service, the head of the health care department Kirsten Schaumburg, a secretary and Michael Ironfitz, head of centre Kongelunden. The committee comes together once a month to discuss the special cases. In the end it is the Immigration Service that decides whether someone goes to centre Kongelunden or not.

Before being referred to centre Kongelunden, special care is given to the widest extent possible within the accommodation centre system, financed by means from the social fund or the health guarantee fund. In case of this not being sufficient, accommodation at Special Care Centre Kongelunden will be possible if one or more of the –not exhaustive- criteria mentioned below are present:

- Parents with mental illness, who are not (or no longer) capable of taking care of their children;
- Families, where the neglect of the children's care is an imminent risk, i.e. families where it is necessary to make an assessment of to what extent the parents are able to care for their children, or where support and counselling must be given to the parents, regarding the care for the children;
- Younger persons (between 18 and 24 years of age) with mental illnesses, who are discharged from a children's centre and cannot be transferred to a regular accommodation centre;
- Persons with physical illnesses who have a need for rehabilitation or care, which cannot be met in a regular centre with e.g. home care;
- Persons under treatment for serious illness at Rigshospitalet, who is in need of care;

- Mentally ill persons who are unable to cooperate about relevant treatment, e.g. medication, or who are unable to maintain personal hygiene or in other ways unable to care for themselves;
- Persons suffering from permanent illness who among other things are considerably disabled;
- Survivors from torture, who are considerably disabled.

### Residents

The largest group of residents consists of the group of families and the group of mentally ill persons with the need for support, guidance and treatment (external). The average duration of stay among the residents at the care department is more than 3 years, which in itself causes a serious strain on the residents and their children.

The centre has a special focus on the well-being of the children, including extended options for children, organized and supervised by educated professionals and volunteers e.g. the Red Cross Youth. A group of the youngsters participates in various activities within the municipality of Dragør. At present, 70 children and youngsters between 0 and 17 live at centre Kongelunden.

### Accommodation

Centre Kongelunden is situated 16 km from Copenhagen Town Hall Square and is near a forest and the beach. The centre comprises a main building with 4 branches, where the residential corridors are situated. There are also 5 other residential buildings and 2 activity buildings, called the Village Houses. The accommodation facilities include a private toilet and shower in by far most of the rooms. And in order to improve living conditions, a number of rooms have been joined together so that a family now is offered 2 conjoined rooms.

The centre contains a children and adult school, a kindergarten, a day nursery project (crèche), a youth club (7-16), a bike garage, a wood shop and a job centre. There is also the possibility to start up or participate in various resident controlled activities, such as the café.

### Staff

Every day there are about 30 to 35 employees present in centre Kongelunden.

The work in centre Kongelunden is divided in 5 teams:

- Social workers
- Health care
- Educational staff
- School for the small children
- Technical staff

In those teams you can find a variety of professionals such as:

Health visitors, nurses, a doctor, a psychologist, social workers, kindergarten teachers, leisure time teachers, social education workers, technical staff, school teachers and adult teachers including practice- and education counselors.

If necessary, extra staff can be requested, like a one on one. Depending on the personal need of the resident, this can differ from 12h/week to 58h/week or even in very special cases 24/7. To request extra staff like this, a letter has to be written to the Immigration Service. And if allowed, it has to be discussed every 2 months with the Immigration Service to see if it is still required.

### Plan of action

After arriving in the centre in need of special care, a plan of action is drawn together with a social worker (contact person). This plan of action is being discussed and evaluated on a meeting, called the 'psychosocial team meeting', which takes place 3 weeks out of 4. In this meeting come together the social worker (contact person), a psychologist, a social education worker (pedagogues), a nurse, a doctor, the teachers, the kindergarten teachers, etc. But before being able to discuss a resident or a family (member), the resident or the parents need to give their permission to be discussed by signing a paper. So far, there haven't been problems with that.

After these meetings, the resident or family comes together with their contact person/social worker and if necessary, a new plan of action is drawn. The principle behind this plan of action is 'talking with people instead of talking about them'. Everybody present in the psychosocial team meeting and also the staff from the job centre, has to see to it that the plan of action is being applied.

The regular residents are also being discussed, but this only once a month and without there being a plan of action.

### Info in the plan of action

- Personal information: name, date of birth, etc.
- Info about background: family, education, mental health, resources, contacts, etc.
- Phase 1, 2 or 3
- Problems and expectations of the resident
- Advice of the staff members
- What the staff would like to happen/change

### Everyday work of the social workers

The residents in the centre are often visited in their rooms by the social workers. The residents feel appreciated by this and it also sometimes has a therapeutic effect. Of course it is necessary for the social workers to see to it that they're not doing the job of a psychologist!

The jobcentre also works together with the social workers. E.g. when people need more structure and need something to get up for in the mornings, the social workers can ask the job centre to arrange something.

When nurses, teachers, pedagogues, etc. see changes in the behaviour of children, they can go and talk with the social workers to check if something might have changed in the situation of e.g. the family.

The social workers (contact persons) also have a big administrative job. They have to make sure all relevant information is gathered. So they also spend a lot of their time in front of the computer.

### Psychologists for staff members

The personnel are given a few hours per month to talk with psychologists from outside in group. There are a few groups within the centre. These meetings are to discuss how will be worked in the future and everything said in this meeting has to stay within the group. Also disputes between staff members etc. can be discussed on these meetings.

### Sudden situations

When there is a sudden situation in the centre e.g. a conflict, everybody is called by walky-talky to come to the place of the conflict. Afterwards, a debriefing takes place.

## 10. Families

Since June 2007, there is a new law that says families need 2 rooms. In centre Sandholm, the rooms for families are situated in special blocks. The rooms in the blocks look like little apartments with a room for the parents and one for the children. In between the two rooms, there is a little kitchenette and a bathroom. It all looked quite comfortable.

For families there is a team of special social workers. These social workers work together especially with difficult families and try to do something about the situation by working together with the different teams within (or sometimes outside) the centre, such as the school, the nurses, the jobcentre, the kindergarten, etc. . Though, before they discuss the family with the other teams, they need permission from the parents. Therefore the parents need to sign a paper and up until now, there weren't any problems about that.

When the social workers find out about abuse within the family, especially when the kids are the victims, they have to report this to the police and contact the department for families and children within the municipality. Also when the children aren't being abused, but indicate that they don't feel well within the family, the social workers need to contact the department for families and children within the municipality.

Every 2 weeks every team involved comes together in a meeting to discuss the appropriate approach for certain cases.

## 11. Problem areas and challenges

During our visit of the Red Cross asylum department in Denmark there were certain aspects of the reception of asylum seekers which caught our attention. First of all we would like to say that in general the reception of asylum seekers is very well organised and that the facilities for vulnerable groups are highly developed and in general well considered.

The **guardians of the UAM's are volunteers**. It is a very responsible task for volunteers and we think it is desirable that professionals should do this. When a professional educated person fulfils the task of a guardian you can assume that he or she has the right skills to do so. At this moment it is possible to use a professional if the situation is not controllable for the volunteer, but it is not clear where Red Cross draws the line. To prevent situations in which the UAM does not get the right support he or she is in need of it is better to have professional staff doing this.

At the centre of Sandholm **reception is combined with departure**. At this moment 80% of the inhabitants are asylum seekers who are in phase 3. People live in a hopeless situation with all kind of mental health problems involved. New arrivals, who can have a better prospect of life at this moment, live together with people who have actually nothing to lose anymore. Especially for children and other vulnerable people who come new in the reception centre are exposed to situations which are not desirable.

The Red Cross tries to separate the legal part completely from the reception of asylum seekers. They are neutral and have nothing to do with the juridical aspects and decision made by the Immigration Service. However **staff members of the Red Cross** fill in the **contract of the Immigration Service** together with the asylum seeker. By doing this it is not clear anymore for some asylum seekers to see the neutral role of Red Cross.

The asylum seekers who are in **phase 3 should leave the country**. **Staff members of the Red Cross do not talk with them about doing this**. They don't because they have a neutral role they say. We think it is possible to stay neutral but to work on awareness of this subject. When from the start people are aware of the consequences of seeking asylum and having the possibility to get a negative decision it can make it easier to accept the situation later on.

We noticed that there is a **big possibility** for the asylum seeker **to discuss** with staff members about all kind of subjects. 'I don't want to move', 'Why do I get less money?' and 'I don't want this person in my room' are some examples. We think this is due to the fact that Red Cross has no possibilities to give penalties to people who are not cooperating. They have to work along with each other on basis of mutual respect. Nevertheless we think it still is good to tell the asylum seeker that they are responsible for their actions and make them aware of it. For example on Thursdays people should collect their money or their ticket for the cafeteria. On Friday there is also a possibility to come for the people who could not make it on Thursday. The people who come on Friday are not being asked the reason why they could not come on Thursday, it is simply accepted.

## 12. Good Practices

During our visit of the Red Cross asylum department in Denmark there were a lot of good practices that made a good impression on us. We would like to mention the most impressive ones concerning the vulnerable groups:

We were caught by the **respectful** way the staff members are dealing with the asylum seeker and still stay professional. You can see respect and understanding by the way they deal with them and treat them as a person. Showing affection and understanding is part of the work they do.

**Children are very important** in Danish society and also in the reception of asylum seekers. The Danish Red Cross gives special attention to children and have specialised staff members who try to make their childhood as normal and happy as possible. A lot of activities are being arranged for children. The kindergarten and youth club have professional staff. And it is possible to have 2 activities in the community beside school.

In the UAM centre Gribskov there is the **special house for new children**. After 6 weeks they go into the regular housing. This is a very good way of providing rest to the children.

A **family always gets two rooms** so the children do not have to sleep in the same room as the parents do. This is a governmental decision after a big discussion in Danish society. Red Cross is convinced that it is good for children, for their own rest and development to do so.

The **personal contract the Immigration Service** makes with the asylum seeker is a good initiative to get and keep people active. By earning some extra money, for living up to this contract, is a way to stimulate people to do so.

Health care for asylum seekers is very accessible. It is a good practice that **psychologists and psychiatrist come to the centre** where people live.

**Plan of action** in Kongelunden is an example of good practice. Here all the people who are involved in the treatment of a mentally unstable person make the plan and discuss about this person.

Although this is not part of the Red Cross we think it is worth mentioning it. The **police of Hillerod** has a **leaflet** in which they tell new asylum seekers what is normal behaviour in Danish society. See Appendix 4.

We hope that the Belgium organisation for the reception of asylum seekers Fedasil, as well as the Dutch organisation for the reception of asylum seekers COA will look critically to their way of organising the reception and take these good practices into account.

## Sources

### Oral sources

Maja K. Rettrup Andersen -> Danish Red Cross Asylum Department Secretariat  
Michael Ironfitz -> Head of centre Kongelunden  
Kirsten Schaumburg -> Head of health care department  
Gitte Nielsen -> Head of centre Gribskov and Fasan  
Mette Seneca -> Employee Red Cross Culture House  
Jannich Bisp -> Head of social department centre Sandholm  
Gert -> Employee social department centre Sandholm  
Claus -> Employee social department centre Sandholm  
Kaspar -> Job training in Red Cross Culture House  
Grusche -> Coordinator volunteers Red Cross  
Benjamin -> English teacher Red Cross Culture House  
Løne -> Social worker with families centre Sandholm  
Rachel -> Social worker with families centre Sandholm  
Helle -> Employee social department centre Sandholm  
Vivian -> Nurse for families and children in centre Sandholm  
Nils -> Team manager of all job centres  
Denny -> Pedagogue centre Kongelunden  
Jedde -> Social worker centre Kongelunden  
Rekke Schram -> Local police station

### Internet

<http://www.ifrc.org/youth/resources/principles.asp>

[www.redcross.dk](http://www.redcross.dk)

[www.nyidanmark.dk](http://www.nyidanmark.dk)

[www.newtimes.dk](http://www.newtimes.dk)

# Appendix 1



## ACTION PLAN

### concerning education, training and activation of asylum seekers and others

The following action plan has been set up in accordance with section 42 c of the Danish Aliens Act with

Name: \_\_\_\_\_ Alien no.: \_\_\_\_\_

#### A. Gender, date of birth and marital status

Gender:  Male  Female Date of birth: \_\_\_\_\_  
Marital status:  Married/cohabitant  Not married/cohabitant

#### B. Skills and qualifications

##### Formal education and training:

- Basic education: \_\_\_\_\_
- Vocational education and training (vocational or further education or training) \_\_\_\_\_

Job experience: \_\_\_\_\_

##### Language skills:

Language	Speak	Read	Write	Understand
Mother tongue:				
Danish				
English				

Documentation of education and training enclosed in the form of: \_\_\_\_\_

Documentation of job experience enclosed in the form of: \_\_\_\_\_

Leisure interests/hobbies: \_\_\_\_\_

### C. Compliance with the action plan

I have been instructed that if I carry out the tasks required and comply with the agreement concerning activation, education and training activities contained in this action plan, I will be eligible to receive an additional allowance in accordance with section 42 b(8) of the Danish Aliens Act.

I have moreover been instructed that if I fail to comply with my action plan by failing to participate in or show up for one or more of the activities contained in my action plan for one or more days, I will not be eligible to receive the full additional allowance and that if I fail to comply with the action plan for more than half the period, I will not be eligible to receive the additional allowance (see section 42 b(11) of the Danish Aliens Act).

I have also been instructed that if I fail to carry out the tasks necessary to the running of the accommodation centre, the following measures may be taken: (lovens formulering)

- > I can be ordered to carry out the tasks required; see section 42 d(2), first sentence, of the Danish Aliens Act.
- > If I disregard an order to carry out the tasks required, the Danish Immigration Service may decide that I must move to another accommodation centre; see section 42d(2), second sentence, of the Danish Aliens Act.
- > Furthermore, if I disregard an order to carry out the tasks required, the Danish Immigration Service may decide that I am not to have the expenses of my stay covered, except for food, lodging and any necessary health services (the so-called 'lunch box' scheme); see section 42 a(9)(5) of the Danish Aliens Act.
- > If I disregard the Danish Immigration Service's order to take up residence in a certain place, a duty to report may be imposed on me or I may be deprived of liberty; see section 34(2)(4) and section 36(2), first sentence, of the Danish Aliens Act. Furthermore, I can be punished with a fine or in aggravated circumstances with imprisonment for up to 4 months; see section 60(1) of the Danish Aliens Act.

### D. Disclosure of information

Furthermore, I have been informed that the information in my action plan may be disclosed without my consent to:

- > another accommodation officer if I move from one accommodation centre to another,
- > the Danish Immigration Service if the Danish Immigration Service so requests, and
- > the local council of the municipality to which I will be relocated if I am granted a residence permit in Denmark; see sections 42 h and 44 b of the Danish Aliens Act.

### E. Appeals

If agreement cannot be reached on the contents of the action plan, the contents will be determined by the accommodation officer; see section 42 c(2), third sentence, of the Danish Aliens Act.

The accommodation officer's decision may be appealed to the Danish Immigration Service; see section 46 c of the Danish Aliens Act.

**PART 1**  
**for asylum seekers in the introductory phase**

Date of application for residence permit according to section 7 of the Danish Aliens Act: \_\_\_\_\_

Start date of the action plan, part 1) \_\_\_\_\_

Final date of the action plan, part 1) \_\_\_\_\_

**Tasks necessary to the running of the accommodation centre; see section 42 d(1) of the Danish Aliens Act**

I have been informed that I must participate in the performance of the following tasks necessary to the running of the accommodation centre:

- Cooking for myself and my family or participation in communal cooking at the centre
- Cleaning of own rooms
- Daily tidying up indoors and outdoors
- Cleaning of common areas
- Looking after and keeping outdoor areas clean and tidy

In addition, I must participate in the following activation, education and training activities:

**1.1. Introduction course**

Start date of course: \_\_\_\_\_

Final date of course: \_\_\_\_\_

Hours per week / weekday + hour \_\_\_\_\_

**1.2. Internal activation**

Name of task: \_\_\_\_\_

Start date: \_\_\_\_\_

Hours per week / weekday + hour \_\_\_\_\_

**1.3. Course (after three months' stay in Denmark)**

Danish language and Danish society, module: \_\_\_\_\_

English language and Danish society, module: \_\_\_\_\_

Start date of course: \_\_\_\_\_

Final date of course: \_\_\_\_\_

Hours per week / weekday + hour \_\_\_\_\_

1.4. Separately planned activation and education or training

Nature of task: \_\_\_\_\_

Start date: \_\_\_\_\_

Hours per week / weekday + hour \_\_\_\_\_

1.5. Separately planned activation and education or training: treatment

Nature of task: \_\_\_\_\_

Start date: \_\_\_\_\_

Hours per week / weekday + hour \_\_\_\_\_

If I comply with part 1 of the action plan, I will be eligible to receive an additional allowance.

I have been informed of the contents of action plan section C (Compliance with the action plan), section D (Disclosure of information) and section E (Appeals).

Accommodation officer: \_\_\_\_\_ Centre: \_\_\_\_\_

Date/Signature:  
Asylum seeker

Date/Signature:  
Accommodation officer

5

**PART 2**  
**for registered asylum seekers**

Date of registration as an asylum seeker; see section 48 e(1) of the Danish Aliens Act: \_\_\_\_\_

Start date of the action plan, part 2: \_\_\_\_\_

Final date of the action plan, part 2: \_\_\_\_\_

**B. Skills and qualifications continued**

Driver's licence:  yes, \_\_\_\_\_  no

Organisational experience, voluntary work etc: \_\_\_\_\_

Leisure interests/hobbies: \_\_\_\_\_

Wishes for future occupation, education and training: \_\_\_\_\_

**Tasks necessary to the running of the accommodation centre; see section 42 d(1) of the Danish Aliens Act**

I have been informed that I must participate in the performance of the following tasks necessary to the running of the accommodation centre:

- Cooking for myself and my family or participation in communal cooking at the centre
- Cleaning of own rooms
- Daily tidying up indoors and outdoors
- Cleaning of common areas
- Looking after and keeping outdoor areas clean and tidy

In addition, I must participate in the following activation, education and training activities:

**2.1 Compulsory course**

Danish language and Danish society, module: \_\_\_\_\_

English language and Danish society, module: \_\_\_\_\_

Start date of course: \_\_\_\_\_

Final date of course: \_\_\_\_\_

Hours per week / weekday + hour: \_\_\_\_\_

2.2. Optional course

Subject: \_\_\_\_\_

Start date of course: \_\_\_\_\_

Final date of course: \_\_\_\_\_

Hours per week / weekday + hour \_\_\_\_\_

Subject: \_\_\_\_\_

Start date of course: \_\_\_\_\_

Final date of course: \_\_\_\_\_

Hours per week / weekday + hour \_\_\_\_\_

2.3. Internal activation

Nature of task: \_\_\_\_\_

Start date: \_\_\_\_\_

Hours per week / weekday + hour \_\_\_\_\_

2.4. Internal production activity

Nature of task: \_\_\_\_\_

Start date: \_\_\_\_\_

Hours per week / weekday + hour \_\_\_\_\_

2.5. Separately planned practical training

Practical training place: \_\_\_\_\_

Start date: \_\_\_\_\_

Hours per week / weekday + hour \_\_\_\_\_

Reference is made to the practical training agreement entered into

2.6. Unpaid humanitarian work or other voluntary work

Nature of task: \_\_\_\_\_

Start date: \_\_\_\_\_

Hours per week / weekday + hour \_\_\_\_\_

2.7. Separately planned activation and education or training

Nature of task: \_\_\_\_\_  
\_\_\_\_\_  
Start date: \_\_\_\_\_  
Hours per week / weekday + hour: \_\_\_\_\_

2.8. Separately planned activation and education or training: treatment

Nature of task: \_\_\_\_\_  
\_\_\_\_\_  
Start date: \_\_\_\_\_  
Hours per week / weekday + hour: \_\_\_\_\_

If I comply with part 2 of the action plan, I will be eligible to receive an additional allowance.

I have been informed of the contents of action plan section C (Compliance with the action plan), D (Disclosure of information) and E (Appeals).

Accommodation officer: \_\_\_\_\_ Centre: \_\_\_\_\_

\_\_\_\_\_  
Date/Signature  
Asylum seeker

\_\_\_\_\_  
Date/Signature  
Accommodation officer

**PART 3**

**for asylum seekers having been refused entry and other aliens**

Time-limit for departure: \_\_\_\_\_

Start date of the action plan, part 3: \_\_\_\_\_

Final date of the action plan, part 3: \_\_\_\_\_

**Tasks necessary to the running of the accommodation centre; see section 42 d(1) of the Danish Aliens Act**

I have been informed that I must participate in the performance of the following tasks necessary to the running of the accommodation centre:

- Cooking for myself and my family or participation in communal cooking at the centre
- Cleaning of own rooms
- Daily tidying up indoors and outdoors
- Cleaning of common areas
- Looking after and keeping outdoor areas clean and tidy

In addition, I must participate in the following activation, education and training activities:

**3.1. Internal activation**

Nature of task: \_\_\_\_\_

Start date: \_\_\_\_\_

Hours per week / weekday + hour: \_\_\_\_\_

**3.2. Separately planned activation**

Nature of task: \_\_\_\_\_

Start date: \_\_\_\_\_

Hours per week / weekday + hour: \_\_\_\_\_

**3.3. Separately planned activation: treatment**

Nature of task: \_\_\_\_\_

Start date: \_\_\_\_\_

Hours per week / weekday + hour

If I comply with part 3 of the action plan, I will be eligible to receive an additional allowance.

I have been informed of the contents of action plan section C (Compliance with the action plan), section D (Disclosure of information) and section E (Appeals).

Accommodation officer: \_\_\_\_\_ Centre: \_\_\_\_\_

Date/Signature  
Asylum seeker

Date/Signature  
Accommodation officer

Revision of action plan, part  1  2  3\*

The following points have been revised by endorsement: \_\_\_\_\_

Start date of revised action plan: \_\_\_\_\_

Final date of revised action plan: \_\_\_\_\_

If I comply with part \_\_\_\_ of the action plan, I will be eligible to receive an additional allowance.

Accommodation officer: \_\_\_\_\_ Centre: \_\_\_\_\_

Date/Signature  
Asylum seeker

Date/Signature  
Accommodation officer

## Appendix 2

### **New rules on benefits, training and activation measures for asylum seekers in Denmark**

### New rules

As from 1 July 2003 asylum seekers in Denmark above the age of 18 must attend classes and participate in 'activation' at an asylum centre in order to receive extra money. This is laid down in new rules adopted by the Danish Parliament, Folketinget, to induce asylum seekers to make active use of their time while waiting for the processing of their application.

In the future you must therefore enter into an agreement – a contract – with the asylum centre where you are accommodated. The contract will specify the specific activities you are required to carry out to receive additional money.

Your conditions as an asylum seeker will depend on the stage of processing that your application has reached. When it has been decided that your application is to be processed in Denmark, your opportunities to receive training and participate in job-oriented activities will increase.

Initially, you will normally only be offered training or job-oriented activities to a limited extent, and you will receive less money. These are the conditions while your application for asylum is being processed under the Dublin procedure, i.e. as long as it remains undecided whether your application is to be processed in Denmark or in any other member state of the European Union in which you have previously stayed as an asylum seeker. Likewise, you will have limited access to participating in job-related programmes and you

will receive less money if your application for asylum is ultimately rejected and you have to leave Denmark.

### New education, training and activation opportunities

In future all asylum seekers above the age of 18 must sign a contract with the asylum centre where they are accommodated. The contract will specify the activities that you are required to carry out while your application for asylum is being processed. For example, the activities may include tasks that you are required to perform (activation) at the centre or elsewhere or classes that you are required to attend.

Should you and the staff at the asylum centre fail to agree on the contents of the contract, it will be up to the staff to make the decision.

Depending on the progress of your stay in Denmark, the contract may in some cases have to be replaced by a new one.

### Activation

All asylum seekers are under an obligation to help carry out the necessary daily chores at the asylum centre, such as cleaning their own room and shared facilities including kitchens and bathrooms. In addition to these chores, asylum seekers must take part in other tasks at the centre, e.g. helping the staff with simple office work and the like (in-house activation).

If it has not yet been decided whether your application for asylum is to be processed in Denmark or elsewhere, only in-house activation is allowed. This rule also applies should your application for asylum be rejected ultimately.

If it has been decided that your application for asylum is to be processed in Denmark, you may also be entitled to unpaid on-the-job training outside the asylum centre, or you may do unpaid humanitarian work or other voluntary work.

The specific programme in which you are required to participate will be stated in your contract. If you do not meet the requirements, you will not be entitled to receive full supplementary benefits (see below).

#### *Training*

In your first four weeks as an asylum seeker in Denmark you will normally be required to participate in a 30-hour introductory course. The course is designed to provide you with elementary knowledge of Danish society.

If it has been decided that your application for asylum is to be processed in Denmark, you will receive about 10 hours training a week. The training can include Danish or English language as well as Danish culture and Danish society. Other subjects, for example IT (information technology) may also be taught.

The classes you are required to attend will be stated in your contract. If you do not attend these classes, you will not be entitled to receive full supplementary benefits (see below).

#### *New benefits*

In future, the benefits you will receive depend on your level of activity. Benefits and allowances are composed as follows:

- Basic amount
- Supplementary benefit
- Child dependency allowance for first and second child
- Reduced child dependency allowance for third and fourth child.

The benefit rates payable for 2003 are stated below. Rates are subject to annual adjustment.

#### *Basic amount*

The basic amount covers the cost of food and the like and is paid to all asylum seekers above the age of 18 who do not receive a free meal at the asylum centre.

The basic amount is DKK 40.71 per adult per day. If you are married and live with your spouse, you will receive a slightly reduced basic amount: DKK 32.23 per adult per day.

The basic amount is paid every two weeks in advance.

#### *Supplementary benefit*

All asylum seekers above the age of 18 are entitled to additional money if they comply with their contract. Supplementary benefit is DKK 6.79 per day as long as you are under the Dublin procedure. If your application for asylum is to be processed in Denmark, supplementary benefit will be increased to DKK 23.75 a day. If your application for asylum is ultimately rejected and you have to leave Denmark, supplementary benefit will usually be reduced to DKK 6.79 a day.

The supplementary benefit is paid every two weeks in arrears.

#### *Child dependency allowance*

All asylum seekers with children receive benefits to provide for their children. Only one allowance is paid for each child. A family is not entitled to receive a full child dependency allowance for more than two children. If a family has more than two children, a reduced allowance will be paid in respect of the third and fourth child (reduced child dependency allowance). No child dependency allowance will be paid for any subsequent children.

The child dependency allowance paid for the first and second child of a family initially amounts to DKK 47.50 per child a day under the Dublin procedure. If your application for asylum is to be processed in Denmark, the child dependency allowance will increase to DKK 64.46 per child a day. If you live at an asylum centre and receive free meals, the child dependency allowance will be lower. The child dependency allowance for the third and fourth child is DKK 33.93 per child a day. If you receive free meals at the asylum centre, you are not entitled to any child dependency allowance for your third and fourth child.

The child dependency allowance is paid every two weeks in advance.

#### **How much will you receive every two weeks?**

Examples of benefits paid to asylum seekers on the basis of the rates set out in the new act.

*If your application for asylum is to be processed in Denmark:*

**Example 1:** You are single and have no children. You live at an ordinary asylum centre where you prepare your own meals. You comply with your contract with the asylum centre. You will receive DKK 902.44 every two weeks. If you do not comply with your contract, you will receive only DKK 569.94 every two weeks.

**Example 2:** You are single with one child and live at an ordinary asylum centre. You will receive DKK 1,804.88 every two weeks if you comply with your contract.

**Example 3:** You are a family of two adults and two children living at an ordinary asylum centre. You will receive a total of DKK 3,372.32 every two weeks if you comply with your contracts.

*If it has not yet been decided whether your application for asylum is to be processed in Denmark, or if your application for asylum has been ultimately rejected and you have to leave Denmark:*

**Example 4:** You are single without children and live at an ordinary asylum centre. You will receive DKK 665.00 every two weeks if you comply with your contract. If you live at an asylum centre where you are given free meals, you will only be entitled to receive the supplementary benefit of DKK 95.06 every two weeks.

**Example 5:** You are single with one child and live at an ordinary asylum centre. You will receive DKK 1,567.44 every two weeks if you comply with your contract.

**Example 6:** You are a family of two adults and two children living at an ordinary asylum centre. You will receive a total of DKK 2,422.56 every two weeks if you comply with your contracts. If you live at an asylum centre where you receive free meals, you will be entitled to a total sum of DKK 380.24 every two weeks if you comply with your contracts.

The rates in the examples become effective on 1 July 2003. The rates are subject to adjustment once a year.

The Danish Immigration Service (Udlandingsstyrelsen)

Ryesgade 53

DK-2100 Copenhagen Ø

Tel: 3536 6600

E-mail: [udlasi@udlasi.dk](mailto:udlasi@udlasi.dk)



## STROP

- Structure
- Time to talk
- Rituals
- Organized activities
- Parent support



## The STROP method

- Pedagogical work with children in refugee centres

### Structure

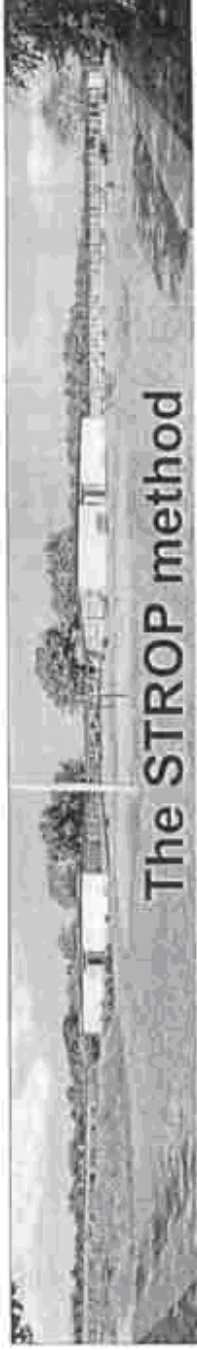
Minor refugees need to live in safe surroundings, including:  
Belong to somebody. The minor needs stable and caring persons. The minor is best supported by living together with its parents if possible.

Belong to somewhere. The minor needs a national identity and a home.  
Having a home is a condition in order to be able to establish new and stable relationships to others and to be able to connect to others.

Protection from outer threats. The minor need a secure place where he is protected from cruelties against himself and the persons who take care of him.

Material needs such as food, water and medical care.





## The STROP method

- Pedagogical work with children in refugee centres

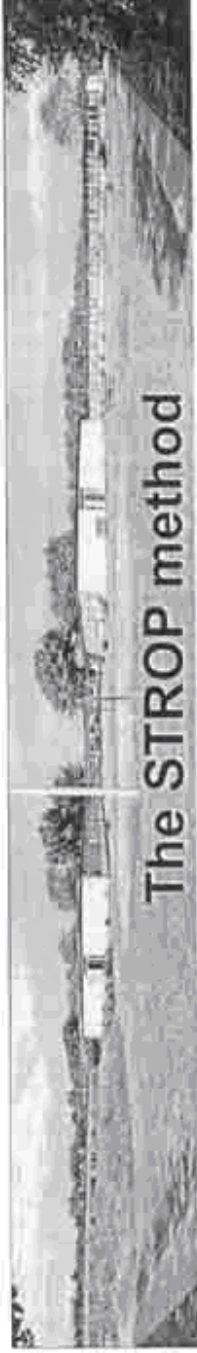
### Structure

The minor needs stability in his routines and in his surroundings, including:

Start in school and other organized routines in everyday life such as obligations at home to siblings and parents and leisure activities such as sport, music, play.

The caring persons need to be attentive so that they do not get to overprotective and prevent the minors in engaging in activities which correspond with the minor's age, development and abilities.

The caring persons must on the other hand be attentive so that they do not press the minor child to activities that overload their personal limits and increase their level of anxiety.



## The STROP method

- Pedagogical work with children in refugee centres

### Time to talk

To help the minor to overcome his traumas and feelings of loss it is important that the caring persons are available to the child in order to talk about the problems. It requires the following of the caring persons:

It is important that the caring person give time to listen with attention without interrupting the minor (active listening).

Use of simple language that the minor understands (if necessary a meeting where a interpreter can be present can be arranged).

Avoid being judgemental or criticizing during a conversation with a minor but show understanding and respect.

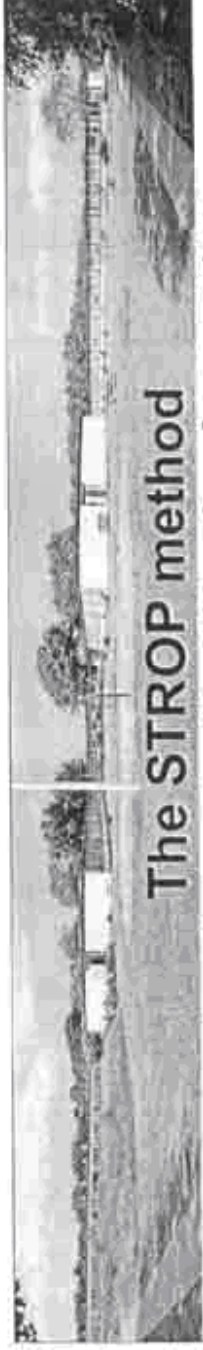
Never press a child to talk about something that he will not talk about, but be open and prepared to listen when he is ready.

Ask questions in order to clarify what is being said.

Give encouragement to the child in order to solve the problems.

The caring persons who have established a relation to conversation with the child must be prepared to follow up on it.

Never lie to a child.



## The STROP method

- Pedagogical work with children in refugee centres

### Time to talk

Conversations with minor refugees can be helpful in the following way:

The minor can obtain a feeling of being understood which implies that he can be relieved of being strange, special or ill.

To share ones sufferings to someone can give hope that there can be established secure and confident relations in life again.

The conversation can give the child an opportunity to express his emotions or feelings of grief, anger, despair etc. which can be an essential step in order to get on with life.



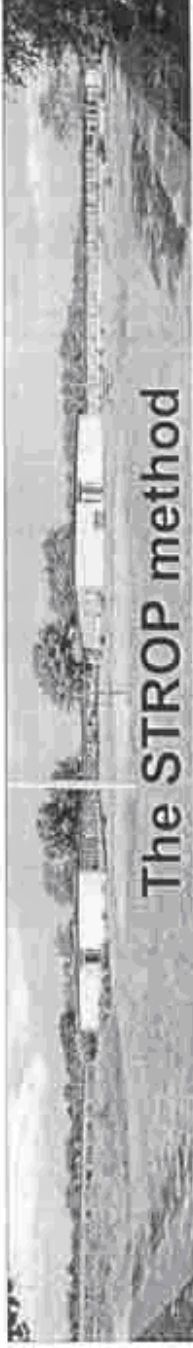
## The STROP method

- Pedagogical work with children in refugee centres

## Rituals

Spiritual and religious rituals and ceremonies such as worship of his religion and other rituals which can be important to the minor's feeling of identity.

Working with rituals and ceremonies which relate to the minor's losses. Prayers for family members who were left behind, special attention to and suitable ceremonies in connection to birthdays, the anniversary of a parent or sibling's death, the anniversary of the flight. The caring persons must be prepared to share the often very strong feelings which are attached to these occasions with the minor.



## The STROP method

- Pedagogical work with children in refugee centres

### Organized activities:

Minor refugees lose their ability and joy of playing. It often stops or delays the psychological developmental process. Through organized activities and play the minor refugee can regain the curiosity towards:

The possibilities and limitations of the body

The physical world and the characteristics of objects

To solve practical problems

To relate to others

Social rules and standards

To confront difficult situations and find coping strategies



## The STROP method

- Pedagogical work with children in refugee centres

### Organized activities:

Different types of organized play activities help the minor refugee to cope with and get out of the traumatic stress condition.

Play is a cognitive activity that challenges the minor's ability to think tactical and strategic and often it is about coping with situations from the real world. The minor confronts indirect with the reality he has cut off as a result of traumatization.

Sport activities are social activities that help the minor refugee to regain the feeling of his own body and its potentials and limitations.

Creative activities such as drawing, painting, drama etc. help the traumatized minor to express himself emotionally in a way that language often cannot.



## The STROP method

- Pedagogical work with children in refugee centres

### Parent support:

Parents need to work through their own traumatic experiences in order to be able to help their children in a sufficient way.

Parents that are traumatized are often emotionally absent and often they have major problems with establishing a near social contact to their children.

Parents who suffer from PTSD, anxiety symptoms, fear, flashbacks, nightmares etc. are often not capable of giving their children a feeling of safety.



## The STROP method

- Pedagogical work with children in refugee centres

### Parent support:

Parents need to work through their own feelings that are related to the child's traumas. Guilt of not being able to protect the child, shame, anger, hate, feelings of powerlessness and grief are common feelings which are the main obstacles against being a good enough listening parent.

Parents must be supported in not to be too protective towards their traumatized children, and the parents must be supported in not to be too demanding towards them.



### Parent support:

Parents need to understand the reactions of their children in order to react in a suitable way:

Parents need explanations which make them able to understand the changes in their children's behaviour as a result of traumatization (normal reactions to abnormal situations).

Parents need help to become good listeners to their children. Especially important is it to talk to the parents about "forgetting".

ENGELSK

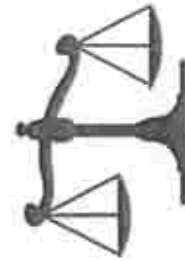
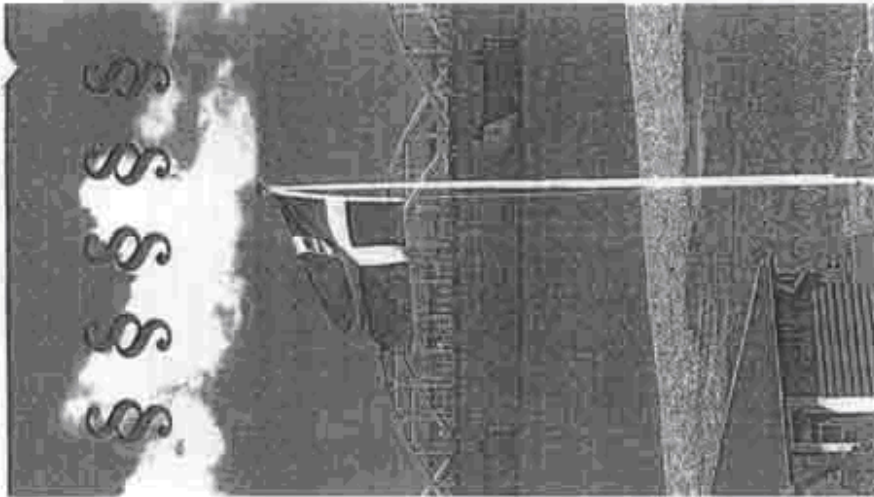
# Hillerød Police



## Brief

Your lokal police welcomes You to the Registering Center Sandholm and wants to inform You about some rules that will help You to get on well in Denmark with respect to the law.

It is important for You personally, as well as other asylum seekers, to act correctly in the Danish society and be subjective to the existing rules and norms in Denmark. This will contribute to Your being accepted by the current residents in the society.



## Hillerød Police Opening hours

**Police headquarters in Hillerød, Østergade**  
t. 3450 Hillerød telefon 48 26 14 48  
Open: 24 hours all days of week

**Police office: Monday, Tuesday and Wednesday** 09.00 - 14.00  
**Thursday** 09.00 - 17.30  
**Friday** 09.00 - 13.00

**Neighbourhood police in Allerød, Kirkehavegård Kirkehavn 10, 3450 Allerød**  
telefon 48 17 14 48  
**Open: Tuesday** 09.00 - 12.00  
**Thursday** 19.00 - 17.30

In Denmark the penal code states, that it is forbidden:

- to steal bicycles (bicycle theft)
- to stand in shops (shoplifting)
- to steal from others, both in the Center and outside of it.
- to purchase stolen things (handling stolen goods)
- to take valuable things you find in the street ( unlawful handling lost property)
- to go into others gardens and steal fruits and vegetables

If You do one or more of the above-mentioned things, you will get a fine and will be registered in police files.

If you intend to purchase something, make sure whom You are buying it from. In Denmark it is not normal to sell and buy goods from a car boot, or in a pub. Ask for a receipt with the sellers name, address and a civil registration number or an alien registration number on.

For example, if somebody offers you a cheap bicycle, remember to ask for a receipt from the owner in order to ensure, that it is not a stolen bicycle. You can also write down its frame number and check with the police, whether it has been reported stolen.

If you are in doubt, when being offered a bicycle, cigarettes or clothes, then don't buy these things.

If You witness something suspicious or unlawful in the center, approach the police - we are coming here daily.

When something unlawful takes place in the center or outside of it, all of you will possibly be suspected of having taken part in it.

When the police approaches You and asks for Your identification card, You are under obligation to show it.

When You have problems, we will be happy to help you.

With regards,

**Hillerød Police**

**Neighbourhood Police in  
Allerød**