MODULAR APPROACH TO APPROACH TO RECEPTION:
CONTAINER SITE DESIGNS

EUAA Modular Approach to Reception

EUAA practical tool on the design and management of modular reception centres

October 2022

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Introduction

Since 2018, the European Union Agency for Asylum (EUAA) has seen its number of operations with Member States expand from 3 (Greece, Cyprus, Italy) to 12 (Belgium, Bulgaria, Czechia, Greece, Spain, Italy, Cyprus, Latvia, Lithuania, Malta, Netherlands, Romania). Since becoming a fully-fledged agency on 19 January 2022, which also brought with it an extended mandate, and in line with its strategy on reception, the agency is playing an increased operational role in reception. This includes the development of reception sites.

Over the past 2 years, the agency has been requested on several occasions to officially provide support in relation to site design and the planning of reception sites for applicants for international protection. The agency has had the opportunity to provide comments and **critical feedback on site designs** and blueprints / site plans of EU funded arrival and reception centres to ensure they were planned and built according to EUAA standards and indicators.

In the wake of the Afghan crisis and the Russian invasion in Ukraine, and as the Pact on Migration is being negotiated, migratory pressure on the EU has mounted. In this context, it is becoming increasingly clear that the EUAA should step up in its operational role on reception and build the capacity and expertise to directly **design** reception centres and, in the future, potentially help **build** them according to the agency's standards and guidelines.

The work on reception site design was started in 2021 by dedicated working groups composed of EU+ experts from the EUAA Reception Network. The work is coordinated and supported by the EUAA reception team. It will allow the agency to support Member States of the EU plus associated countries (EU+ countries) by offering operational, practical, and easy to use **'key in hand' solutions** that can be effectively **deployed on the ground and managed according to EUAA standards and principles.**

Being able to **deliver effectively on this important reception component** will

help the agency respond to the needs of the European Commission and EU+ countries while **optimising time and resources.**

It is well understood that any blueprint produced needs to be adaptable to certain factors. These include reception needs, topographical realities, the financial capacity and constraints, the capacity of the contractor(s), the national legal framework, the target groups and functions/services. The blueprint can thus only be used as an inspiration for Member State authorities as well as other organisations involved in building reception capacity.

Flexibility and **modularity** are at the heart of the EUAA approach and guidelines will be developed on how to adapt to the reality and particular needs in the field.
This guide includes principles and recommendations which can be used irrespective of the context, for example reception centres for applicants of international protection in the framework of directive 2013/33/EU (RCD) ([1]), emergency or transit centres for migrants who may not intend to apply

for international protection, as well as emergency and transit centres for displaced persons from Ukraine following the Russian invasion of 24 February 2022 that fall within the scope of the Council Implementing Decision 2022/382/EU ([2]) of 4 March 2022. **The functions listed below and detailed in this document need to always be provided**, **regardless of the context.** Depending on the local or national context and accessbility of services, some functions can be organised **inside or outside the centre**.

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(1) - <u>Directive 2013/33/EU</u> of the European Parliament and of the Council of 26 June 2013 laying down standards for the reception of applicants for international protection (recast), (OJ L 180, 29.6.2013).
(2) - Council Implementing Decision (EU) 2022/382 of 4 March 2022 establishing the existence of a mass influx of displaced persons from Ukraine within the meaning of Article 5 of Directive 2001/55/EC, and having the effect of introducing temporary protection, (OJ L 71, 4.3.2022).

Functions

- Residents' first entry and registration in the centre
- Medical check / screening by the authorities
- Accommodation
- Services
- Ongoing medical support
- Administration
- Use of outdoor space and leisure
- Safety and security

For examples of spatial requirements and the personnel that could be suitable for each function, please consult Annex 1. Examples of spatial and personnel needs per function.

Design of a reception centre – principles

The EUAA model for reception centres built from containers or modular housing units is based on 9 key principles on design and functions of a reception centre.

1 Organic design

Centres should avoid using a 'grid system' and will be organised around a central circle from which roads will depart, with accommodation zones, centralised and decentralised services, and an administration area. The circle is the 'nerve centre' of the camp and of flexible use.

2 Functions and location of services

According to typology and size of centres, different services will be decentralised (to be closer to residents) or centralised (for efficiency/security). Some structures that are more tailor-made than standard containers will be needed for some functions e.g. registration space, dining hall, etc.

3 Target groups

The reception process needs to be structured according to a standardised flow, composed of different steps, and needs to be organised according to the target groups. This is done to provide all residents with the necessary guarantees and access to services (either provided inside or outside the centre) from the day of arrival in the centre till the outflow.

4 Uniform layout

Accommodation areas are based on two floor blocks including one sanitary container per floor. Different shapes (namely 'U/L/I') are available to adapt to terrain/needs. A wide common space in the centre of the block provides for a common area (meals, activities) and a laundry room.

5 Community-centred approach

The EUAA modular approach will put the individual housing unit (family / small group) at the centre of its model, before 'zooming out' gradually to the accommodation block, the accommodation zone and the centre itself, seen as a combination of smaller communities.

6 Modular units based on EUAA standards

The EUAA currently delivers containers through a framework contract based on the ISO 30 model of containers for accommodation and services. The overall 'U/L/I' design can be used with different standard modular units as a 'building block', which will be available in the future as the EUAA drafts a new framework contract.

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7 Safety and security

Staff presence in and near accommodation zones and an open environment with largely unobstructed views of the component parts of the centre contribute to incident prevention and residents' protection through social control. Accommodation zones should only be fenced for protection of specific groups. Free movement within zones should be privileged if not detrimental to the security of particular groups.

8 Perspective of the resident

The provision of accurate information and facilitation of resident's meaningful participation empower them to access their rights and comply with their obligations. Activities organised at a centre should take into consideration the perspective of the residents and proactively respond to the individual communication and information needs of each resident, based on their special needs and personal circumstances.

9 Internal and external communication and coordination

Ensuring timely and structured exchanges of information among staff, effective communication, and coordination with external stakeholders, as well as regular communication with residents is key for high-quality and efficient management of the centre.
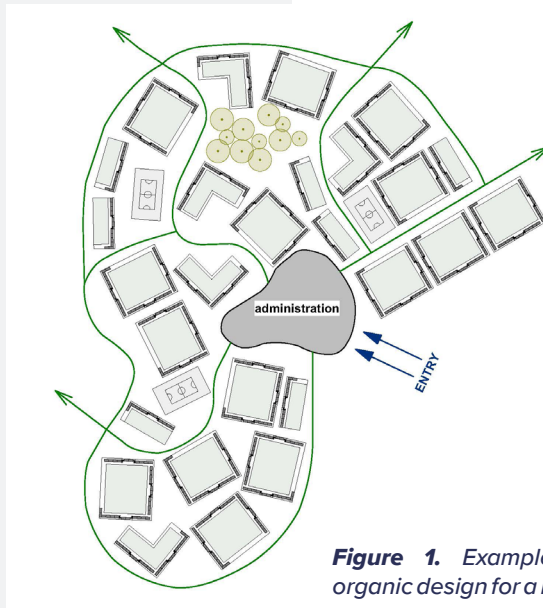
1

Organic design

Principle

The EUAA promotes a vision for a liveable reception centre which is not planned and built according to a strict grid system, which gives the feeling of military barracks or a detention centre.

administration

ENTRY

Figure 1. Example of non-grid/ organic design for a reception centre

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Guidelines

- The EUAA promotes and provides an organic design mirroring a 'nervous system', which considers factors such as the topography and natural characteristics of the plot and possibly the grown and built environment.

- The best results in all respects are achieved with a layout organisation around a **central square.**

- Around the central square the **different zones** such as accommodation zones are grouped with decentralised first-line services, centralised first-line services and back-office services, as explained in Principle 2 'Functions and locations of services'

- The central space is very suitable to carry out information provision, offer meeting opportunities and organise cultural events. In addition, the square is **public and easily visible,** which is an important element for the safety of residents.

- Different concepts can be developed to make it possible to **adapt the design** to the topography of the site and the natural vegetation already present, such as trees and hedges.

- Depending on the topography, the exact shape of the square can be changed and adapted in an organic way. In any case, the layout must consider and reflect any **special needs** (e.g. accessibility) and the specific target groups (e.g. a single mother with children, unaccompanied children).

- In order to build the centre in the most efficient and effective way, the EUAA presents the different layout options available for the residential zones. Depending on the location, orientation and occupants, the variants can be **I, L or U shape**. It is important that, depending on the type, the **necessary outdoor space** is maintained. In order to achieve the best and most harmonious development, a combination of the different shapes will show the best and the most suitable results.

- The use of standardised accommodation zones provides for **scalability and predictability:** each zone will provide a set capacity and require a set number of containers occupying a set area. This will help site planners to have a **quick overview of the size of plot needed** to reach a given capacity, or the **capacity allowed** by a pre-determined size of plot.

- In a further planning step, the site planner will be asked to ensure that the possible standard variants are used in the **most efficient way**. This requires in any case that the layout planning is done by someone with experience ensuring the sensitive handling of **persons seeking protection.**

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DOs ✓

- Before you plan a centre, make a **precise survey** of the existing plot including the vegetation. The day might come when the land will have to be **restored to its original state.** In addition, this will allow you to build as gently as possible, without having to cut down trees, etc.

- After the site has been surveyed, the whole plot must be **divided into different zones.** These zones should indicate the usable area and unusable area. It is often the case that not all parts of the area are suitable for residential use. There are often areas that are endangered by natural hazards or that need to be used as a retention and seepage area for rainwater. This classification of the areas must be made as a first step in the planning.

- If you are planning a centre, you must always start from the full capacity. It is important that infrastructures, etc. are **designed to cater for the maximum** capacity or beyond, for example by planning space and infrastructure (connection to the grid, water, foundations) where a buffer zone or additional structural capacity could be developed on short notice. If not, a later expansion will be very complicated and expensive.

- In the planning phase, try to leave some areas open without a predefined use. Such areas will then be designed and used by the residents according to their needs. This allows and supports a **living space according to the social and cultural characteristics** of the inhabitants.

DON'Ts ✗

- Due to political pressure or 'emergency situations', attempts are often made to **accommodate more people than the area can bear** on one plot of land. This pressure must be resisted by the planner. This is not an easy situation, but the consequences of overcrowding often have **drastic negative consequences for the residents** and the local environment.

- Do not build **against the topography and surroundings.** Try to plan a structure as simple as possible, without complicated and costly interventions.

- Do not let time pressure tempt you into **half-finished and unsound planning.** Mistakes once made are practically impossible to correct in a centre.

Figure 2. Example of an open village-like environment in a reception centre

2

Functions and location of services

Principle

The EUAA promotes a model EU reception centre in which services are located conveniently for residents without compromising effectiveness and secure working conditions.

The following functions need to be provided:

- **residents' first entry and registration in the centre**
- **medical check / screening**
- **accommodation**
- **services**
- **ongoing medical support**
- **administrative area**
- **outdoor space**
- **safety and security**

In some cases, some functions will need to be organised **within the centre.** For example, residents' first entry and registration, social work, etc. Other functions could be organised outside the centre, depending on the local context and accessibility of services. For example, ongoing medical support, education, integration services. It is good practice to make use of the available services within the territory to avoid duplication with the existing social infrastructure and to foster the integration of residents within the host community. It is essential that those services are easily accessible (e.g. interpretation services, multicultural awareness of the staff) to respond to the needs of residents. In the event of the unavailability of services within a reasonable distance, they must be organised in the centre.

Relevant EUAA standard:

Standard 1 ([3]): Ensure effective geographic access to relevant services, such as public services, school, healthcare, social and legal assistance, a shop for daily needs, laundry and leisure activities.

(3) - EASO, *Guidance on reception conditions: operational standards and indicators*, September 2016, Section 1.1. Location, p. 14.

Figure 3. *Example of location of services in a reception centre*

Guidelines

- Different types of services and amenities in a reception centre require identifying dedicated spaces.

- A distinction will be made between **'centralised' services,** located in a common 'service area' and **'decentralised' services**, which will be scattered across the centre to be closer to residents and relevant tar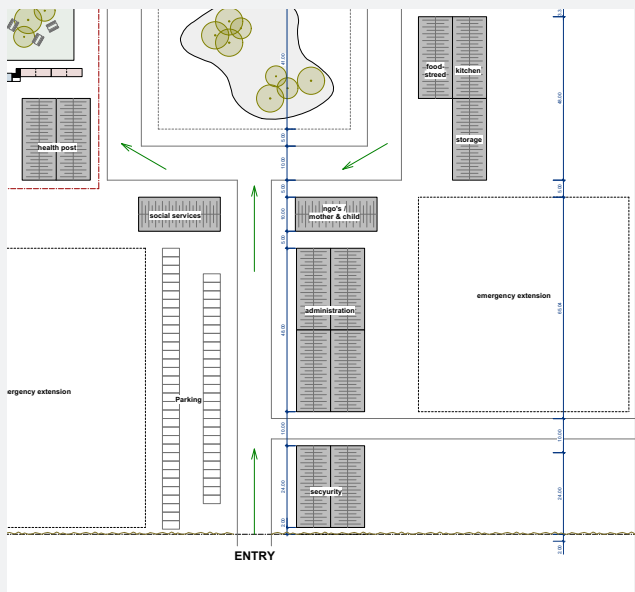get groups. This distinction will be based on typology of services, the size of the site (smaller sites will tend to centralise all services and activities for obvious reasons) and the number of residents in the centre. For example, you might need a central warehouse for logistical purposes, but distribution of non-food items might be decentralised in smaller kiosks across a large reception centre. The centre will need several sanitary areas, but not several restaurants.

- Decentralised services can also be provided as mobile services, depending on the size of the centre and security concerns for staff.

- A distinction will also be made between first-line services (health, food, non-food items, social, education, leisure) accessible to residents and second-line services (or 'back office') to which residents will not have direct access (administration, finance, logistics, etc.).

■ The organisation of the functions depends on the **average inflow (number of arrivals per day/week/month)** and on the **average time spent in the centre before departure (transit, return, integration** into the host society). Depending on the variations of the inflow and outflow of residents, it may be necessary to **upscale or downscale** the services provided, notably in terms of space and personnel, etc.

DOs ✔

■ **The more often it is used, the closer it is**

Placing services and amenities that residents use daily – or even several times a day – near accommodation is recommendable. Such amenities include toilets, showers and kitchens or catering areas, but also areas for leisure time and activities, provided they do not cause nuisance around accommodation areas. This type of design will be beneficial especially in adverse weather conditions.

■ **Use technology to boost security (of residents, staff and assets)**

There are many advantages in using surveillance cameras (CCTV) (respecting privacy concerns) to monitor common areas of the centre. Technology allows the security situation to be monitored remotely. This means greatly enhanced effectiveness. In addition to the physical presence of security personnel (e.g. security assistants trained in de-escalation and conflict management) in certain areas of the centre (e.g. food distribution points, accommodation area, entrance gate, access to safe zones or to quarantine areas) creating a 'security hub' including a CCTV control room and access control to the centre (entry gate) and to some centralised first-line services (healthcare, social work) would be an effective way to use security personnel and maximise work safety, safety of the residents as well as protection of the assets.

■ **Remember the importance of activities**

Having enough meaningful activities is beneficial for anyone's physical and mental health and residents in collective accommodation are no exception. Providing enough and easily accessible sport facilities is an easy and quite cost-effective way to boost residents' physical and mental health. For sports courts and other activity areas, the following rule applies: the closer it is, the more often it is used. Other meaningful activities should be organised, also taking into consideration the preferences of the residents (such as art-craft activities, gardening, a library, etc.).

DON'Ts

Do not leave accommodation zones without staff presence or regular surveillance

Staff need to be present among the residents, visit accommodation zones regularly and interact with the residents actively to ensure better social control (see also principle 7 Safety and security). This mobile way of working helps the staff to observe behaviours and detect small problems before they grow. Accommodation zones should also be provided with office space ensuring privacy and confidentiality that social workers and reception officers can use during the day while present in the accommodation areas.

Do not decentralise your staff unnecessarily

Scattering offices with constant staff presence around the centre might at first seem a good way to enhance staff presence in different areas of the centre and provide easily accessible services for residents. In practice, however, these possible gains could be surpassed by the negative aspects of this type of design. This design can easily lead to less social control, working hours being used ineffectively and can even cause problems regarding work safety as it can result in less security personnel nearby. It is also quite costly to place offices or other staff premises in several different locations. Alternatively, an organic site design with easy and constant circulation of staff will allow for less decentralisation and increased social control.

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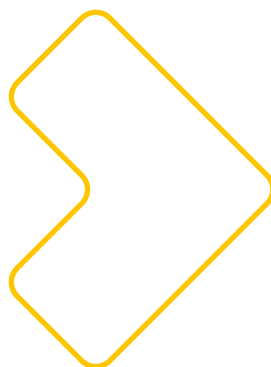
Practical recommendations for upscaling and downscaling

DOs

- Define in advance the margin of flexibility and the maximum number of arrivals it is possible to handle according to your space and human resources.

- Plan contingency space in the event of a sharp increases of residents. This implies accepting that a percentage of beds might be unoccupied if the number of residents decreases but will be available as a 'buffer capacity' if it increases.

- Plan for enough storage space to stock material (e.g. separation panels, beds, furniture) to be able to adjust the rooms based on family composition (e.g. accommodate for small families of two persons without losing capacity).

- Plan for an additional number of meals in the food delivery framework contract to be able to respond to an increase the capacity of the centre.

- Have in place a well-organised and responsive cleaning system which allows sanitising the area on short notice to be able to allocate people in times of high turnover.

- Analyse the profiles of the residents and assess who could be exceptionally placed in the same units while ensuring extra safety measures.

- Identify in advance which areas can be eventually converted and for what other use (e.g. storage space to accommodation), and which areas cannot change their function.

- Plan for multipurpose/common rooms which can be adapted, including setting up separation panels, and devoting some sections to additional accommodation and/or services.

- Avoid completely closing centres after an emergency. An alternative use could be planned for them at the planning/designing phase. They could be reactivated for another emergency.

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Practical recommendations for optimisation of resources

DOs

The management of resources (human, time, space) is crucial for the good functioning of a centre. It is therefore recommended to optimise them and avoid inefficiencies and waste.

- Optimise the use of space and staff for various tasks.

- Base communication and information provision upon arrival on the profile of residents and eventual vulnerability/special needs.

- Optimise waiting times of residents by providing complementary information provision when and where adequate.

- Use space efficiently (see principles 1 to 6).

- Reduce the unnecessary distances and facilitate transport options between certain areas/points.

- Ensure that in times of crisis the management of human resources is planned beforehand, and that the staff is duly informed about the need to adjust to the situation and to take up different tasks.

  This might require:

  - Identifying in advance and setting up polyvalent flying teams that can take over some urgent necessary tasks while leaving aside some daily activities.

  - Plan the work on shifts to ensure that all the tasks are performed.

  - Optimise the use of human resources by including, for instance, selected civil society organisations and volunteers.

  - Setting up a system where staff is 'on call' in the event of very high influx (e.g. pool of standby staff with different expertise or staff on call on rotation).

- Envisage setting up framework contracts with external partners for some specific works, to ensure flexibility and timely intervention based on needs (e.g. repairing, cleaning, catering, security).

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3

The reception flow is organised by target groups

Principle

The reception process needs to be structured according to a standardised flow, composed of different steps, and needs to be organised according to the target groups. This is done to provide all residents with the necessary guarantees and access to services (provided either inside or outside the centre) from the day of arrival in the centre till the outflow.

Article 21 RCD Provisions for vulnerable persons

'Member States shall take into account the specific situation of vulnerable persons such as minors, unaccompanied minors, disabled people, elderly people, pregnant women, single parents with minor children, victims of human trafficking, persons with serious illnesses, persons with mental disorders and persons who have been subjected to torture, rape or other serious forms of psychological, physical or sexual violence, such as victims of female genital mutilation, in the national law implementing this Directive.'

Guidelines

Based on the national context and specific circumstances, important steps such as the ones below, might be done before people are accommodated in reception facilities or in the very first phases after arrival in the centre:

- registration for temporary protection or for international protection;

- age assessment;

- identification of vulnerabilities and special reception needs;

- the appointment of a legal representative for unaccompanied children;

- the issuance of the resident permit.

DOs ✔

- Clearly diversify the signposting to facilitate the orientation of people in the centre as well as the immediate identification of services (e.g. lines of different colours on the floor as in hospitals, use of self-explanatory icons, etc.). This also contributes to optimising the flow of the reception process.

- Specifically design and adjust the procedures and flows according to the special reception needs and vulnerabilities of residents.

- Prioritise persons with identified vulnerabilities in all steps of the reception flow (e.g. security screening, first medical screening, etc.). This also

includes placing them in dedicated, protected areas during waiting times.

DON'Ts ✘

- Do not create needless duplication of steps and procedures forcing people to provide the same information to different stakeholders throughout their arrival process and stay.

- Do not overwhelm residents upon arrival with too many steps and too much provision of information on day 1.

- Do not forget to provide dedicated and adequate waiting areas for each function of the flow with sufficient protection from weather conditions, possibilities to sit down and access to bathrooms.

- Avoid creating bottlenecks in different steps of the process.

It is recommended to follow the steps below:

GENERAL POPULATION AND UNACCOMPANIED CHILDREN

2

First medical screening

(including COVID-19 and other communicable/contagious diseases, assessment of required vaccinations)

Security screening

1

First information provision on the next steps of the reception procedure

3

4

Intake

1. registration of: a) personal data; b) family composition (for unaccompanied children: family links);
2. c) special needs; information provision on the house-rules
3. and the next steps; allocation to the designated
4. accommodation; creation of an
5. individual file; issuance of the residence card.

Depending on the inflow, sub-steps 4. and 5. might be scheduled later during the day or the day after.

First assistance (water, meals, etc.)

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Distribution of non-food items

Orientation in the centre and its services (meals distribution, use of facilities, etc.)

Accompanying the residents to their accommodation

5

6

Medical check

Vulnerability Assessment

Ongoing information provision.

Ensuring residents' access to services.

Ongoing identification, assessment and response to special needs.

If applicable, information on temporary protection (e.g. access to employment, social welfare, education for persons under 18 years; restoring family links etc.).

7

8

Outtake

Information provision on the next steps and connection to available services

During the stay: ongoing services, such as meals, medical care, other forms of assistance in case of special needs, access to education, access to social welfare.
During the stay: ongoing identification of vulnerabilities among the residents by reception officers and continuous assessment and response of special needs, eventually also coordinating with external specialised organisations.

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Practical recommendations for special reception needs

Ensure that persons with identified special reception needs and their families are provided with appropriate accommodation and services through:

- **allocation** to specific accommodation areas (e.g. safe zone for unaccompanied children, separated area for single women, etc.) and provision of specific services;

- **referral** to external reception facilities and entities, if required safeguards cannot be achieved inside the facility (e.g. specific shelters for victims of gender-based violence, specialised facilities providing medical assistance, independent living solutions for lesbian, gay, bisexual, trans, intersex and queer plus people, certain medical categories, for instance persons with reduced immunity, and other categories at risk, etc.);

- **promotion of autonomy** through independent or semi-independent living solutions especially for specific profiles is encouraged in view of their integration into society (single women, persons with mental disorders with their families, etc.).

Figure 4. Offices of social workers, Kofinou reception centre, Cyprus

Figure 5. *EUAA Staff in Siret mobile camp, Romania*
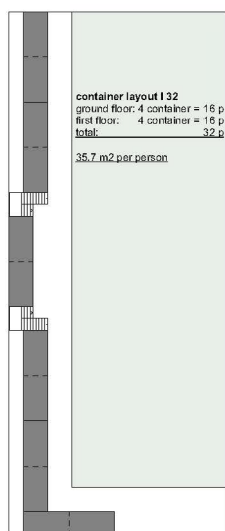
4

Uniform layout

Principle

Accommodation areas are based on two floor blocks including one sanitary container per floor. Different shapes (U/L/I) are available to adapt to terrain/needs. A wide common space in the centre of the block provides for a common area (meals, activities) and a laundry room.

Figure 6. *3D rendition of the layout proposed by the EUAA*

container layout I 32
ground floor: 4 container = 16 p
first floor: 4 container = 16 p
total: 32 p

35.7 m2 per person

Type I32

Figure 7. *Typical block for 32 persons on two floors 'I design'*

container layout L 64
ground floor: 8 container = 32 p
first floor: 8 container = 32 p
total: 64 p

32.6 m2 per person
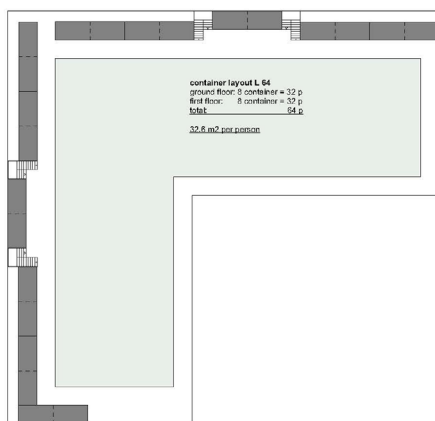
Type L64

Figure 8. *Typical block for 64 persons on two floors 'L design'*

container layout U32
ground floor: 12 container = 48 p
first floor: 12 container = 48 p
total: 96 p

35.5 m2 per person
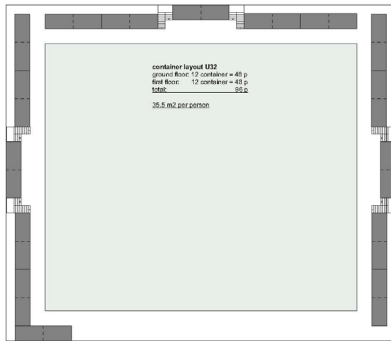
Type U96

Figure 9. *Typical block for 96 persons on two floors 'U design'*

Guidelines

- An 'accommodation zone' consists of 1 to 3 blocks of 8 housing containers (**32 to 40 persons per block, maximum 96 to 120 persons in a zone**), spread over two floors. The housing containers on the ground floor have a direct access (front door). The containers on the first floor can be accessed via a balcony through several staircases.

- Each accommodation zone has two communal **sanitary containers;** one on every floor, so that residents always have access to sanitary facilities on the same level as their housing unit. The sanitary units offer two toilets, two sinks and two showers each. [4]

- A **roof over each block,** supported by columns/pillars, provides shade for the residents. Meanwhile its overhang protects the container units against the elements, prolonging their lifespan.

- The columns/pillars also support a **balcony along each block** on the courtyard side, which gives access to the housing units on the first floor.

- In front of the sanitary units the balcony has double the width of the other balconies, creating a space where people can meet, to sit together, keep an eye on children playing or simply enjoy the view from this higher ground.

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(4)-This proposal is made considering the current EUAA framework contract for containers, which does not envisage accommodation containers with individual sanitary space inside. A new framework contract will possibly include this type of container too. For privacy and protection reasons, it is recommended to provide sanitary facilities within the accommodation container, especially for families, while keeping communal facilities as a back-up option.

Figure 10. 3D rendition of the layout proposed by the EUAA

- On the ground floor, the pillars with the overhanging balcony create a small zone that can be used as a little front garden, keeping passers-by a few metres at bay, resulting in higher privacy indoors.

- On the first floor, the balcony may function as a porch. Due to the positioning and number of the **staircases** in the middle and on both ends of the block, there is always one nearby and accessible, even when a part of the balcony seems 'occupied' by residents sitting in front of their housing units.

- A **courtyard** provides common space that can be used by the residents living in this zone. It could be transformed into a garden or vegetable plot, used as a playground or for eating meals.

- Depending on the need (e.g. due to climate, level of vulnerability, etc.), two (or more) containers can be placed in the middle of the courtyard to provide a common **sheltered area** for meals or activities indoors.

- **The dimensions of a typical U-design are 54.4 m x 61.8 m**, with a total surface of 3.485 m² per accommodation zone. This offers 29 to 36 m² per resident within the zone depending on occupancy.
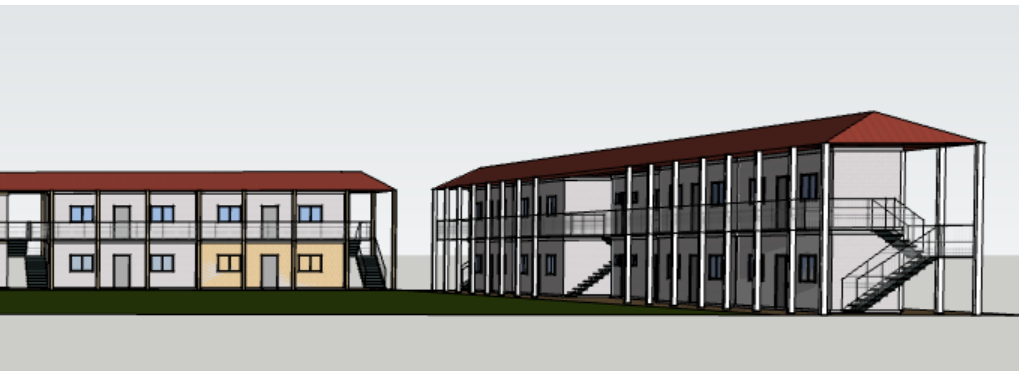
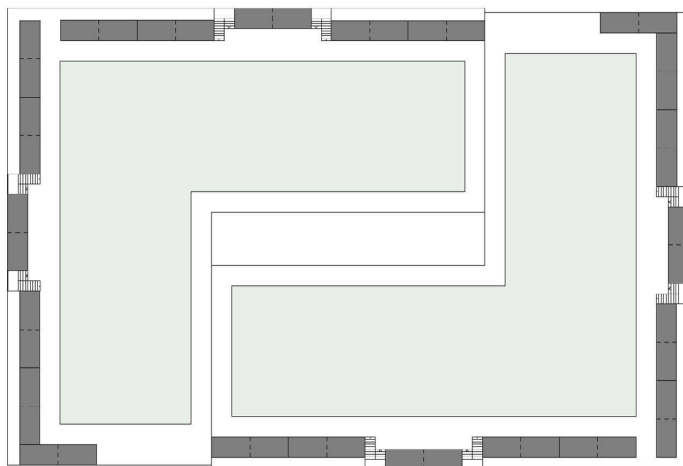**Figure 11.** *3D rendition of the layout proposed by the EUAA*

Figure 12. *3D rendition of the layout proposed by the EUAA*

Modular approach to Reception
Type L64
Scale 1:500 Format: A3

Figure 13. *Example of layout using 2 'L design' blocks.*

5

Community-centred approach

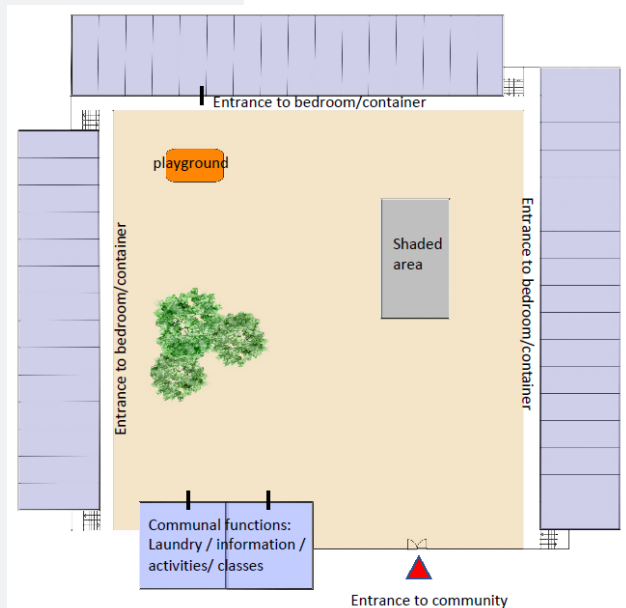## Principle

The EUAA promotes liveability and privacy in the reception settings and encourages a move away from the model of large-scale reception sites. The EUAA approach while developing site design is centred on making successive steps zooming out from the individual and family space to the collective space.

Figure 14. *Illustration of a 'U design' with communal areas and functions.*

Relevant EUAA Standard

STANDARD 2 ([5]): Ensure that the principle of family unity is respected. Indicator 2.1: Family members (in accordance with the definition of Article 2 RCD) are accommodated together. Indicator 2.3: Where possible and appropriate, family unity should be respected with regard to members of the broader family

STANDARD 6 ([6]): Ensure respect for the privacy of the applicants in collective housing.

Legal reference

The RCD and the Charter of Fundamental Rights of the European Union ([7]) seeks to respect fundamental rights including for human dignity.

Article 12 RCD Families

'Member States shall take appropriate measures to maintain as far as possible family unity as present within their territory, if applicants are provided with housing by the Member State concerned. Such measures shall be implemented with the applicant's agreement.'

Article 18(8) RCD Modalities for material reception conditions Article 12 RCD Families

'Member States may involve applicants in managing the material resources and non-material aspects of life in the centre through an advisory board or council representing residents.'

Participation and engagement are outlined in Article 18(8) RCD (above), where reception authorities are encouraged to facilitate the participation and engagement of all applicants, including children, in the management of material and non-material aspects of reception conditions. Participation can, for example, take the form of advisory boards or councils to contribute to specific aspects linked to the residence in housing facilities, such as the composition of meals, or the calendar of activities.

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(5) - EASO, *Guidance on reception conditions: operational standards and indicators*, September 2016, Section 1.2. Allocation, p. 15.
(6) - EASO, *Guidance on reception conditions: operational standards and indicators*, September 2016, Section 1.3. Infrastructure, pp. 16-17.
(7) - European Union, *Charter of Fundamental Rights of the European Union*, 26 October 2012, (OJ C 2012/C 326/02, 26.10.2012).

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Guidelines

- In respect of the principle of family unity, the community-centred approach aims at creating small spaces facilitating the development of smaller communities within a larger reception site. The cultural and social contexts of the residents are important factors while developing the site but are often only considered at a later stage when responsible authorities need to develop appropriate settings.

- During the planning phase, the authority in charge should factor in the stress, trauma and disorientation experienced during the migration route but also upon resettling to an unfamiliar and new environment in order to develop a suitable but also easily managed reception site. A suitable environment will be conducive to dignified conditions for communities but will also allow them to continue to respect their familiar and cultural norms.

- Following this principle, it will allow reception authorities to develop and strengthen community engagement and community ownership. It will have a positive impact on camp life, enabling residents to participate and take ownership of community life and spaces through dedicating time and skills to serving their community.

- The individual housing unit should accommodate a maximum of six single persons or one family per individual bedroom to be in line with EU and EUAA standards. Separations can be used to create sub-units to fit to family compositions.

- The accommodation zone centred on a common courtyard, a common central building for meals and community activities, and laundry facilities support the development of smaller community links.

- The design of the overall reception centre itself developed within a small community space and wider common space eases the interaction between the different accommodation zones.

- Strengthen the development of a community mindset facilitating empowerment and ownership. The site design is focused on community empowerment while ensuring family unity. A community-based environment will have positive impact with residents feeling more responsible for their living environment.

- Keep in mind that different groups of residents (cultural, ethnic, religious, geographical, etc.) are now living together for some time in the same reception site and sharing spaces and resources.

- While developing the site, the starting point should be the development of the individual or family environment (single men, family, particular profiles) and then developing the sense of community around that.

- The site planning has an impact on individual well-being and the mental health of residents.

- The site design is essential to facilitate residents participate in the 'life' of the site.

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DOs ✓

- Break down the large reception site in smaller reception areas to encourage community life.

- Set up common spaces to facilitate the community members to meet and do activities together.

- Keep in mind the profiles of the residents, cultural and social patterns should be taken into consideration.

- Find the right balance between creating a safe space for vulnerable groups while avoiding clustering them.

DON'Ts ✗

- Avoid developing a site with a single common area for the residents to gather only in one space.

- Avoid segregation of groups through the development of community areas (communal cooking facilities, child-friendly spaces and religious and gathering areas) easily accessible by all.

- Design and plan the larger reception zones before developing the individual and smaller living areas.
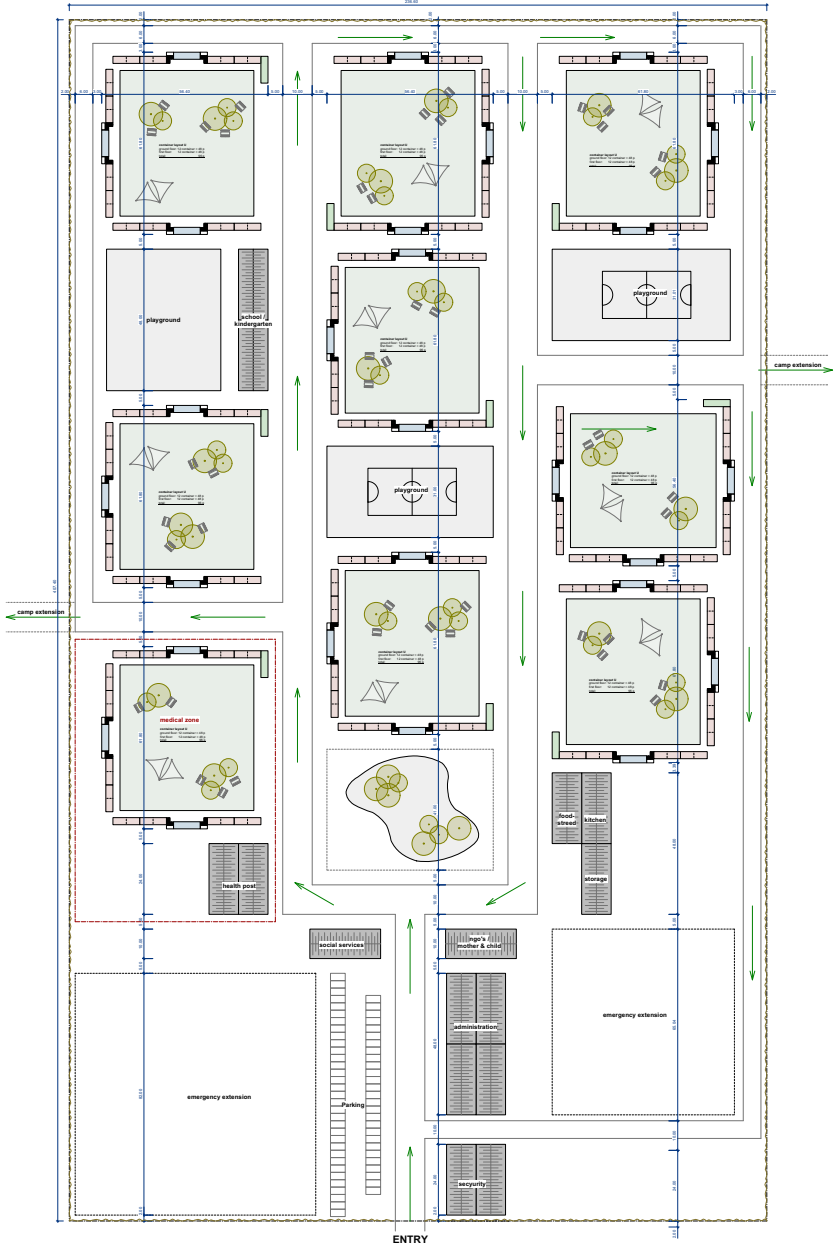

Figure 15. *Playground for children in a reception centre*

Figure 16. *Large scale reception centre (864 to 1080 capacity) as a cluster of smaller communities*
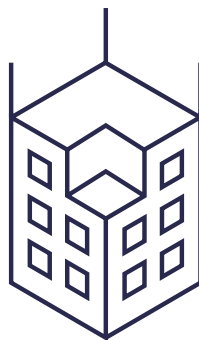
6

# Modular units based on EUAA standards

Principle

EUAA modular housing units are currently based on ISO 30 containers, which can house 4 to 5 persons in 22 m^2 while respecting the EUAA standard of 4 m^2 per person. These containers can be stacked and used in a flexible way to create different designs according to principle 4.

Relevant EUAA Standard

■ STANDARD 5: Ensure sufficient space in the bedroom in collective housing.

> ▶ Indicator 5.1: A minimum space of 4 m² per person is provided for each applicant.

> ▶ Indicator 5.2: A minimum height of the room of 2.10 m is ensured.

> ▶ Indicator 5.3: Sufficient space exists in bedroom to place one bed and one cupboard for each applicant.

■ STANDARD 6: Ensure respect for privacy of applicants in collective housing.

> ▶ Indicator 6.1. Maximum of 6 single applicants are accommodated in one bedroom.

■ STANDARD 8: Ensure sufficient, adequate and functioning sanitary infrastructure.

> ▶ 8.2. At least one functioning and lockable toilet per 10 applicants is accessible 24/7.

> ▶ 8.3 At least 1 functioning shower or bath with hot and cold water exists per 12 applicants and is accessible for a minimum of 8 hours per day.

> ▶ 8.4. At least one functioning sink with hot and cold water per 10 applicants is accessible 24/7.
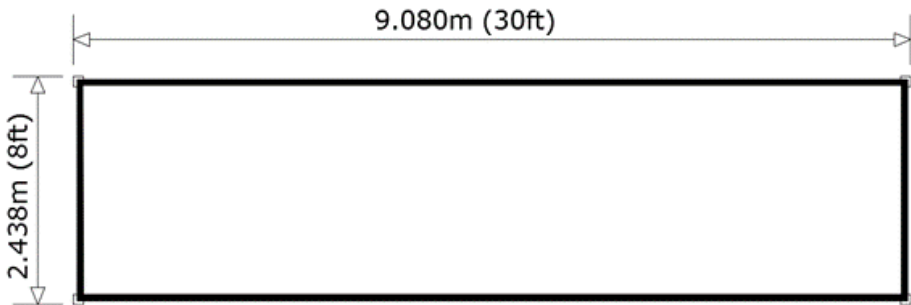
Figure 17. Dimensions of EUAA containers

■ The outer Dimensions are 2.40 m by 9.08 m, with a height of 2.8 m (length*width*height = 30 ft*8 ft*9 ft)

■ The capacity should be based on **4 persons per container,** retaining the extra place as a 20 % buffer capacity for the accommodation zone

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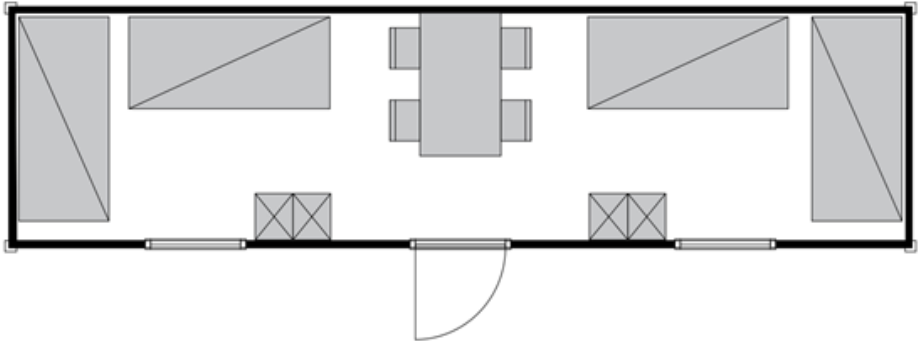
Figure 18. *Layout of accommodation container with 4 beds*

■ The modularity of the container units grants the freedom to add two entrance doors instead of only one during the production process. With a second entrance, the living volume can be split into two different housing units of half the size by adding a separation element in the middle of the container. It creates two two-person modules if needed, thus providing more privacy. The separators can be dismantled and stored in a dedicated storage group in each accommodation zone.
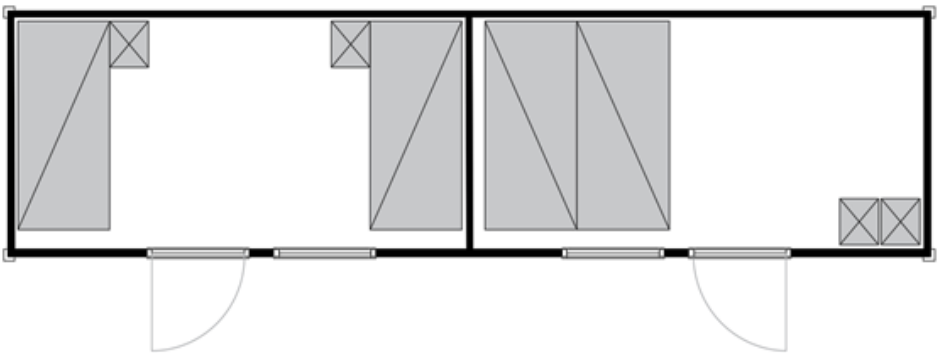
Figure 19. *Layout of family container with internal divide.*

■ Sanitary containers will be custom-made with 1 for every 4 accommodation containers (16 persons). Every sanitary container contains two showers, two sinks and two toilets, maintaining a ratio of 1:8 i.e. one toilet, shower and sink for eight residents.
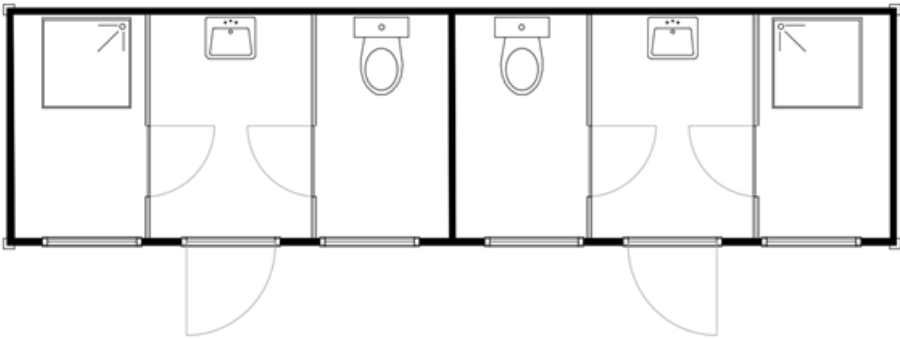
Figure 20. Layout of sanitary containers (two showers / two sinks / two toilets)

The units are made using modern technology and sustainable, environmentally friendly materials. **The container units meet the EU and national health and safety standards.**

DOs ✔

- Be aware of the sequence of construction, paying special attention to avoid water infiltration, since accumulation of humidity accelerates the deterioration of the material, shortening the lifespan of the infrastructure and increases the likelihood of an unhealthy living environment

- For cooling and heating the interior of the housing units:

  - ❯ use real-time solar power to supply electricity for air-conditioning.

  - ❯ Avoid heat accumulation under the roof in summer, through sufficient ventilation and taking orientation of the block into consideration.

  - ❯ Install the outside air-conditioning unit on top of the first-floor containers, using the relatively higher temperature underneath the roof to pre-heat the air that is used to heat the housing units' interior. A few degrees can result in a great difference.

- Be aware of national legislation on electrical and other installations and how it affects the implementation of, for example, the type of electrical sockets

- Use material suitable for different weather conditions, resistant to adverse weather conditions, fit for different climate zones and water resistant.

- Meet high security standards, preventing access of third parties (e.g. window bars, high security door lock(s).

- Be aware that by blocking an entrance to keep out intruders, fire escapes and evacuation routes should be kept open.

  Allow various arrangements inside the container unit, where relevant, for example separation to create two sub-units, possibilities of different inside layouts, etc.

DON'Ts

- Use non-recyclable materials if recyclable materials can provide an alternative.

- Use fossil fuel-based materials if alternatives are available (for example. linoleum instead of vinyl flooring, EPDM instead of tar roofing).

- Use materials that cause hazardous smoke in the event of a fire (for example Styrofoam, EPS, XPS)
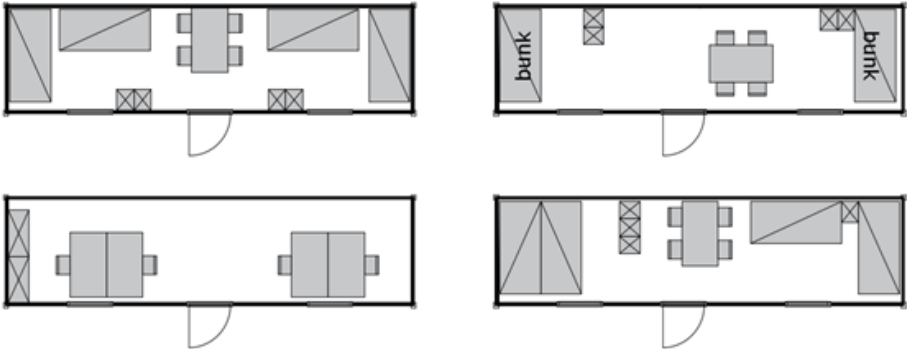
Figure 21. *Example of different possible layouts*

- Use non-recyclable materials if recyclable materials can provide an alternative.

- Use fossil fuel-based materials if alternatives are available (for example. linoleum instead of vinyl flooring, EPDM instead of tar roofing).

- Use materials that cause hazardous smoke in the event of a fire (for example Styrofoam, EPS, XPS)

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Figure 22. *Block of 4 containers on 2 floors, capacity of 16 (Safe Zone, Pournara First Reception Centre, Cyprus)*

Figure 23. *Integration of natural environment in accommodation zone. Pournara First Reception Centre, Cyprus*

7

Safety and security

Principle

The EUAA promotes a model EU reception centre that envisages social control through staff presence in and proximity to the accommodation zones and an open environment with largely unobstructed views of the component parts of the centre. This contributes to the prevention of incidents and residents' protection. Accommodation zones should only be fenced for protection of specific groups. Free movement within zones should be privileged if not detrimental to the security of particular groups.

Relevant EUAA Standard

In line with EUAA guidance on reception conditions ([8]), adequate security of the housing, its furniture and its equipment should be ensured in line with applicable national legislation and regulations and with the overall goal of ensuring a safe living environment for the applicants for international protection as well as the personnel working in the housing facilities.

STANDARD 11 ([9]): Ensure sufficient security measures.

This standard is complemented in the subsequent EUAA Guidance on Reception Conditions for Unaccompanied Children (2018), by an extra indicator, namely

Indicator 50.3 ([10]): Access to the premises is monitored.

Legal reference

Recital 35 RCD underlines that this directive respects the fundamental rights and observes the principles recognised by the Charter of Fundamental Rights of the European Union in particular. The RCD seeks to ensure full respect for human dignity and to promote the application of (in particular) Articles 1 **(human dignity)** and 4 **(prohibition of torture and inhuman or degrading treatment or punishment)** of the Charter. These provisions must therefore be implemented accordingly. If persons are not detained under the provisions laid out in the RCD and/or criminal national law, residents should be free to move inside and outside the reception facilities.

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(8) - EASO, *Guidance on reception conditions: operational standards and indicators*, September 2016.
(9) - EASO, *Guidance on reception conditions: operational standards and indicators*, September 2016, Section 1.4. Security, pp. 19-20.
(10) - EASO, *Guidance on reception conditions for unaccompanied children: operational standards and indicators*, December 2018, Section 9.3. Security, p. 57.

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Guidelines

- The EUAA promotes a model EU reception centre that should **not create a carceral environment.** Concrete external walls with razor blade wire and high wire-mesh fences are in no way acceptable for collective accommodation and should not be **considered.**

- Open space and high visibility also facilitate social control.

- **Internal fencing** should thus be minimised between residential areas to **guarantee freedom of movement.** Exceptions are made for the protection and security of staff (administration area, EUAA offices, etc.) and vulnerable residents (safe zones), for the safety of residents from hazards (generators, waste management, water treatment), for the security of critical infrastructure (e.g. water tanks), and for the avoidance of theft of food and non-food items or medicine.

- A modern reception centre should be equipped with an electronic entry-exit system based on the use of resident badges. The possibility of using state of the art technology (e.g. surveillance systems) is enough to create a less physically controlling environment.

- The **semi-closed courtyard** design of accommodation zones provided by the EUAA model means only a very low level of fencing is needed. In addition to specialised personnel, a minimum level of fencing can be added at key points of the blocks to ensure security of vulnerable groups without generally precluding freedom of movement.

DOs

- Measures should be taken to **hide the fences** behind fast growing greenery (e.g. Efeu Hyberica, Pinus Sylvestris) / tarpaulin and/or reed mats. Metal or wooden panels could also be installed on the fences as they can be used by inhabitants for painting to create a more human environment.

- **Sensors and surveillance systems** such as fence pointing cameras are more suited to securing the perimeter around the external fencing. In the event of an illegal entry or exit attempt, the combination of cameras and enough staff available to act upon an incident should be sufficient.

DON'Ts

- Beyond the creation of **a carceral and oppressive atmosphere,** excessive internal fencing will cause acute security risks in the event of evacuation due to fire, natural disaster or riot. Residents who have suffered from torture, inhuman degrading treatment, serious acts of violence or were arbitrarily detained in the countries of origin or transit may perceive the internal fencing and internal barbwire as threatening. An environment with no or limited fencing will contribute to promoting a sense of freedom, normalcy and to restoring dignity to residents who have already suffered human rights violations.

- The use of **military style fencing and barbed wire / razor wire** in and around a reception centre should be entirely avoided. Fences should be of a reasonable height (1 m 80 cm used for protection from the outside and for delimitation of zones). Cameras, while useful in some areas, should be used in a proportionate manner and not create the impression that every move is monitored including on sport fields or playgrounds for children. The privacy of resident should be respected.

- Do not build new areas, erect new fencing or start using new rooms without considering the necessity of emergency exits. Blocked or even locked emergency exits can lead to the loss of many lives in the event of fire or other disasters. Physical security also needs maintenance. Emergency exits should be checked regularly.

Figure 24. Fence free environment, Mosley reception centre, Ireland.

Figure 25. *Secured entry and exit area, Kofinou reception centre, Cyprus*

Figure 26. *Fence free environment, Luttelgeest reception centre, Netherlands*

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8

Perspective of the resident

Principle

Participation and accurate information empower persons to access their rights and comply with their obligations. Activities organised at a centre should take into consideration the perspective of the residents and proactively respond to the individual communication and information needs of each resident, based on their special needs and personal circumstances.

Figure 27. Example of information provided in different languages (EUAA Tell Us Your Story Survey)

Relevant EUAA Standards

In line with the agency's guidance documents on reception conditions, applicants must be provided with accurate and relevant information on their benefits and obligations, adapted to the special needs and individual circumstances of the applicants.

STANDARD 30 ([1]): Ensure the applicant receives and understands phase-relevant information on benefits and obligations relating to reception conditions.

STANDARD 1 (UAC) ([12]): Ensure unaccompanied children receive relevant information.

STANDARD 2 (UAC) ([13]): Ensure that unaccompanied children understand the relevant information

STANDARD 3 (UAC) ([14]): Ensure that children's views/opinions are considered and acted upon, according to their age and maturity.

By extrapolation, these standards (and their applicable indicators) can guide entities managing and/or working in collective reception centres irrespective of the status of persons hosted.

Legal reference

Article 5 RCD Information

'Member States shall inform applicants, within a reasonable time not exceeding 15 days after they have lodged their application for international protection, of at least any established benefits and of the obligations with which they must comply relating to reception conditions. Member States shall ensure that applicants are provided with information on organisations or groups of persons that provide specific legal assistance and organisations that might be able to help or inform them concerning the available reception conditions, including health care.'

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(11) - EASO, *Guidance on reception conditions: operational standards and indicators,* September 2016, Section 6. Provision of information and counselling, pp. 35-36.
(12) - EASO, *Guidance on reception conditions for unaccompanied children: operational standards and indicators*, December 2018, Section 1.1. Information, pp. 18-19.
(13) - EASO, *Guidance on reception conditions for unaccompanied children: operational standards and indicators*, December 2018, Section 1.1. Information, p. 19.
(14) - EASO, *Guidance on reception conditions for unaccompanied children: operational standards and indicators*, December 2018, Section 1.2. Participation, pp. 19-20.

Guidelines

- When managing a collective reception centre, consider setting up a mechanism to regularly consult all the residents on their needs and on their satisfaction of the services provided (e.g. through anonymous questionnaire and surveys as well as through focus group discussion and meetings).

- It is good practice to involve residents in the daily running of the centre with activities, based on their skills and wishes, to develop a sense of belonging and ownership.

- The different flows and other activities need to **integrate the perspective of the residents,** by ensuring that:

  - The same information is requested from the resident only once, even when several organisations are involved. This requires constant and structured sharing of information between stakeholders and, where possible, using a common database, respecting the principle of confidentiality and on a need-to-know basis.

  - Visibility and clarity are guaranteed at each step.

  - The resident recognises themselves as an integral part of the process. This participatory approach will facilitate their empowerment and ownership in the life of the centre.

  - Waiting times before proceeding to the next step of the reception flow or for accessing services are kept to an absolute minimum, and these are always efficiently used to collect and provide information (two-way communication).

  - Residents have the possibility to provide their feedback or make a complaint in a safe and confidential manner, and receive follow-up information on response (feedback and response mechanism).

- When setting up and managing a collective centre, **plan for the appropriate provision of information to residents** about procedures, reception processes and daily life in the centre. This should be **adapted to their individual communication and information needs,** as well as to the **context**. The below adaptations or uses of communication methodologies are examples of this:

  - **Use different communication methodologies and channels.** Examples include group and individual information sessions, community meetings, information campaigns, printed materials, digital platform, audio-visual communication and electronic information boards located in the centre. For example, children should receive information in a child-friendly, age-appropriate and culturally sensitive manner. In addition, vulnerable residents (e.g. persons with visual impairments or intellectual disabilities) should receive information in an adapted manner.

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- **Adapt to the context in which information is provided,** for example by using methodologies and channels adequate for high numbers or high turnover of residents, or for people on the move transiting through the reception centre. There should be a strategy on how to repeat information in a simple manner considering that residents might be transferred within a short period.

- **Adapt the content to the individual needs of the residents, their profile and the specific phase of the process they are in**. For example, provide information on legal procedures, material assistance, how to access healthcare, available psychosocial support, safety measures, gender-based violence or trafficking in human beings, available support for lesbian, gay, bisexual, trans, intersex and queer plus, etc.

- If the centre also hosts applicants for international protection, it is recommended to explain, if relevant to the existing residents, the arrival of people fleeing Ukraine or resettled refugees and their specific protection status.

- At the same time, it is good practice to inform resettled refugees or displaced persons from Ukraine about the presence of applicants for international protection in the centre.

- Develop and regularly update frequently asked questions and answers.

- Use a space that allows confidentiality, especially when the person might wish to disclose personal information and ask questions without being overheard. Children also need to receive information in a child-friendly environment. Information provision should also be gender sensitive, for example by involving female information providers and interpreters where relevant and possible. Be aware of cultural differences.

Practical tips for information provision

Information provided should be:

- easy to understand, clear, accurate and accessible; avoid complex words and sentences, and technical language;

- useful and necessary for the person, focused on practical tips, and tailored to the step of the process; avoid overwhelming the person with information;

- consistent with the next steps in the reception centre, and with the future steps that they will need to follow;

- adapted to the specific circumstances of the person;

- disseminated through different channels and formats, tailored to the different communication needs of persons;

- available in the language of the persons.

Figure 28. EUAA staff providing information, Pournara First Reception Centre, Cyprus

9

Internal and external communication and coordination

Principle

Whether or not there is a situation of high influx, it is important to establish different layers of communication and to have a coherent communication strategy adapted to different channels. Distinctions should be made between political statements and communications by the reception authority, but they must be in line with each other. Without prejudice to the importance of effective communication with external stakeholders, internal communication between staff is equally relevant to ensure high quality and efficiency.

Guidelines

■ **Internal communication**

❱ It is recommended to identify responsible staff for the different levels of information and target audience (national/local context/reception), and it is good practice to have a **communication specialist** who can guide the whole centre in communication related matters.

❱ Without prejudice to the importance of effective communication with **external organisations, internal communication** with staff, as well as communication with residents (see principle 8), is equally relevant to ensure high quality and efficiency.

❱ It is key to ensure timely, regular, structured exchange of information among staff working in:

  ● different units;
  ● between shifts.

❱ **Internal communication** needs to be both top-down and bottom-up, namely through:

  ● a **reporting structure/system** to inform the centre management and the central administration of the organisation.

■ **Communication with media and local community**

❱ In a period of high influx, a specific, adapted communication plan should be prepared regarding external **communication with the local community** and **the media**. It should be based on the regular communication strategy and focus on the following aspects:

❱ structure the communication through pre-established channels and **responsible focal points**;

  ● specify the **objective** of the communication;

  ● highlight **key messages** to be communicated to external stakeholders;

  ● evaluate the **most appropriate timing** for public announcements;

  ● address and provide guidance on **sensitive aspects** that might give rise to critics or tensions, as well as on how to protect residents from unwanted contact with the media.

  ● create **specific sections, constantly updated**, on the official website of the organisation/central administration;

  ● prepare a set of **frequently asked questions** and responses to ensure the standardised circulation of information through different channels;

  ● clarify **procedures on how to deal with media requests** including the identification of spokesperson;

provide guidance on how to
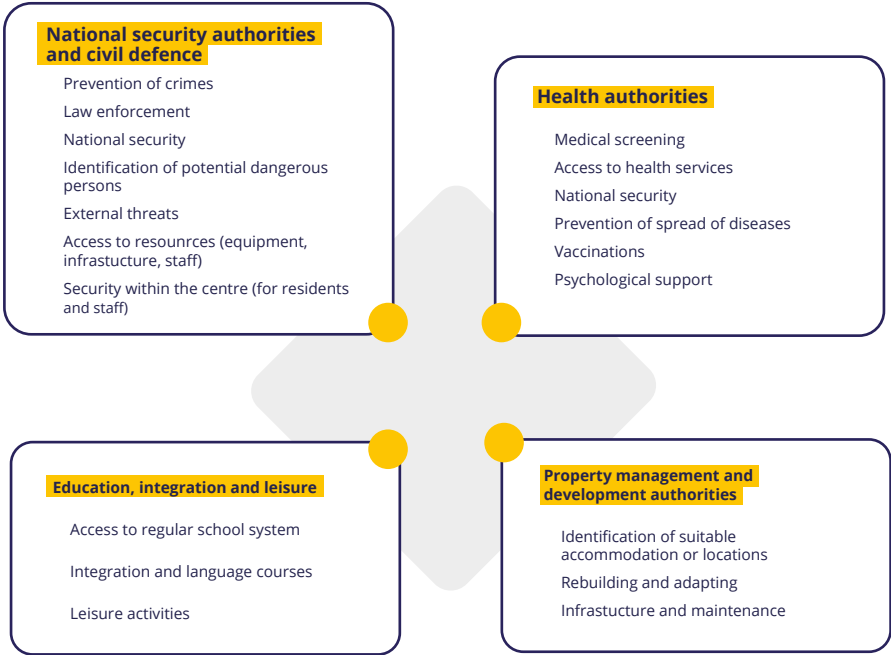- provide information about the work of the organisation on **social media.**

■ **Coordination with external stakeholders**

❯ To manage **exceptional situations,** reception authorities and several organisations will rely on **different external stakeholders** such as migration authorities, security authorities, operational reception partners, local authorities, civil society organisations and volunteers.

❯ The **principle of cooperation** entails that all authorities and organisations have an independent responsibility to ensure the best possible coordination with other relevant organisations in prevention or management of a possible emergency situation.

❯ The **purpose of this coordination** is to gather and use all the available resources in the most efficient way.

❯ **Information sharing** is a prerequisite for effective coordination between different organisations and specifying provisions for this should be highly emphasised in the planning process. **The different stakeholders and organisations should be identified.** This includes an overview of their mandates, levels of organisation, relevant contact points and existing channels for communication.

❯ A general framework of cooperation between authorities can be stipulated by the relevant authorities and organisations. It is recommended to identify the key authorities essential for establishing a comprehensive situational strategy, and to set up a clear mechanism for involvement (cooperation agreements and signed memorandums of understanding).

EUAA guidance on contingency planning

The EUAA's 2018 guidance on contingency planning provides further key recommendations on information management and communication, international communication, external communication with society and the media and external coordination.

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National security authorities and civil defence

Prevention of crimes

Law enforcement

National security

Identification of potential dangerous persons

External threats

Access to resounrces (equipment, infrastucture, staff)

Security within the centre (for residents and staff)

Health authorities

Medical screening

Access to health services

National security

Prevention of spread of diseases

Vaccinations

Psychological support

Education, integration and leisure

Access to regular school system

Integration and language courses

Leisure activities

Property management and development authorities

Identification of suitable accommodation or locations

Rebuilding and adapting

Infrastucture and maintenance

Figure 29. *External operational stakeholders in the reception context*

Annex 1. Examples of spatial and personnel needs per function

Depending on the structure of the centre and on the availability of relevant services in the territory, the EUAA has listed needs in terms of space and personnel which could be provided for each function. Some of the personnel profiles and spaces are listed more than once across the different functions.

For some tips regarding their optimisation, please consult the information box on the optimisation of resources.

1. Residents' first entry and registration in the centre

Spatial needs	Personnel needs
- Information/helpdesk point - Rooms/space for checking papers - Rooms/space for checking luggage (for dangerous goods, etc.) - Rooms/space for frisking - Rooms for additional security checks - Luggage storage room - Bedbugs freezing space - Storage (general and clothes) - Bathrooms - Waiting areas - Separation panels to be set up in case of need (e.g. medical incidents) If the registration of applications for international protection is carried out in the centre, consider the following needs, depending on the national procedure: - Rooms/space for researching data - Rooms/space for taking biometrics (photograph and fingerprints) - Rooms/space for name transcription - Rooms/space for checking criminal records	- Responsible authority - Interpreters / cultural mediators - Information providers - Police

2. Medical check/screening by the authorities

Spatial needs	Personnel needs
• Rooms/space for medical check (examination table) • Rooms/space for vaccination (e.g. COVID-19) • Laboratory (if tests done inside the centre) • Room for X-ray / blood testing for tuberculosis (if done inside the centre) • Changing rooms • Storage (e.g. medicine, medical equipment) • Laundry (for infectious diseases) • Separate bathrooms (for medical personnel and residents) • Waiting rooms • Isolation area (medical)	• Responsible authority • Doctor • Nurse • Interpreters / cultural mediators • Information provider •

3. Accommodation

Spatial needs	Personnel needs
• Single women • Single headed family • Families • Children (including UAC if accommodated in the centre) • Residents with special reception needs (e.g. medical needs, disabilities, vulnerabilities, etc.) • General population • Residents with behavioural issues • Bathrooms • Isolation area (rooms)	• Social care provider • Social workers • Psychologists • Legal counsellors • Cultural mediators

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Spatial needs	Personnel needs
• Separation panels to be set up in case of need (e.g. partition of rooms, medical cases) or dedicated area for emergencies • Storage for accommodation related items (e.g. separation panels, emergency stocks) • Canteen/kitchen (for the residents to cook for themselves)	

4. Services

Spatial needs	Personnel needs
• (Individual) counselling rooms (psychosocial support) • Leisure activities (outside and inside, including child-friendly activities) • Contemplation room • Course rooms (educational units) • Kindergarten • Classes for children • Multipurpose areas • Gym • Meeting room • Internet cafe and free WLAN in the centre • Clothes (storage and distribution) room • Laundry • Cleaning materials (distribution) room • Information/helpdesk • Warehouse (if necessary) • Rooms for handing out financial assistance or pocket money • Waiting areas	• Caterer • Social care provider • Social workers • Teachers • Educators • Psychologists • Legal counsellors • Cultural mediators • Non-governmental organisations • International organisations

Spatial needs	Personnel needs
• Bathrooms • Separation panels to be set up in case of need (e.g. partition of multipurpose rooms) or dedicated area for emergencies • Catering services/canteen • Cool storage room(s) (for food coming from catering services) • Room for storage (for residents/ community work within the centre) • Room/space for private visits (if visitors not allowed in the accommodation area)	

5. Ongoing medical support

Spatial needs	Personnel needs
• Medical cabinet(s) • Pharmacy • Isolation rooms (for e.g. tuberculosis, COVID-19, etc.) • Waiting areas • Separate bathrooms (for medical personnel and residents)	• Doctors • Psychological services • Nurses • Midwives • Interpreters / cultural mediators • Social services

6. Administrative area

Spatial needs	Personnel needs
• Meeting room • Canteen (for personnel) • Kitchen (for personnel) • Press centre (if necessary) • IT rooms • Multipurpose areas for the staff • Smoking area for staff • Wardrobe for staff • Showers for staff • Warehouse/storage • Technical and logistical space	• Authority • Care provider • Social workers • Medical staff • Psychologists

7. Outdoor space

Spatial needs	Personnel needs
• Parking (including for staff, fire department, police, etc.) as well as parking for bikes/e-bikes • Fencing • Lightening • Outdoor leisure space (provided with shed roof) • Picnic furniture • Playground • Sports field/hall (e.g. for playing football or volleyball) • Outdoor sheds with roofs for smoking • Garbage containers • Waste recycling disposals • Shops/market (upon necessity)	• Maintenance personnel (e.g. for waste collection, gardening, maintenance and repair of outdoor areas, etc.) • Playground • Sports field/hall (e.g. for playing football or volleyball) • Shops/market personnel (upon necessity) • Personnel for organising activities in the outdoor area (e.g. educators, etc.)

8. Safety and security

Spatial needs	Personnel needs
• Security booths • Security headquarters / CCTV room • Accommodation for security staff • Storage for uniforms/security equipment	• Security services

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