

◆ ***Example of good practices regarding the measures taken by the management of Bucharest Jilava Penitentiary as a result of the People's Advocate's recommendations***

Representatives of the People's Advocate Institution within the Domain on the prevention of torture in places of detention, visited the Bucharest Jilava Penitentiary on 1 November 2016 for the purpose of checking the quality of drinking water, taking into account their findings from previous visits and surveys on this issue. Following this visit, the People's Advocate Institution - Domain of Prevention of Torture in Places of Detention - recommended to the management of the institution concerned, through the visit report drawn up and transmitted to it, to take legal measures to expedite and complete the steps to obtain a technical solution to eliminate the possibility of appearance of impurities in water, within 3 months upon receipt of the visit report, given that at the time of the visit they were not finalized, and continuing activities to improve the quality of drinking water and ensuring quality potable water for persons deprived of their liberty who are in the custody of this penitentiary. Following these recommendations, the administration of the penitentiary unit in question informed us that it has taken legal measures, namely: • identified an economic agent, respectively SC Matrixcomp, which will provide technical advice on improving water quality through a filtering system or other technical solution, that will be accompanied by a financial offer to request the necessary funds; • the activity of periodical cleaning of water tanks was resumed in his own regime, during the summer; • repairs to the water station have been carried out with an authorized firm, consisting mainly in changing membranes to the expansion vessels, changing / degreasing of bearings and manometers, changing of sensing valves to the water pumping group, etc. Bucharest Jilava Penitentiary's leadership has shown openness and collaboration to the People's Advocate's recommendations, while stating that it will inform the People's Advocate Institution as soon as possible about the steps taken to ensure optimal quality drinking water is provided to persons deprived of their liberty detained on the premises.

◆ The People's Advocate Institution – The Domain for Torture Prevention in Places of Detention, the Bacău Zonal Center, made a visit to the ***Regional Center of Procedures and Accommodation for Asylum Seekers Rădăuți***, Suceava County, in 2016 and recommended providing material assistance to the people accommodated in the centers. *Following the recommendation, in 2017, Order no. 113/2017 was issued, regarding the modification and completion of the Order of the Minister of Interior and Administrative Reform no.269/13.08.2007, concerning the provision of material assistance for the people accommodated in the centers subordinated to the General Inspectorate for Immigration, in order to introduce new material goods and to reduce the duration of use for others.*

◆ Following the 2017 visit to the ***Center of Detention and Preventive Arrest within the framework of the Sălaj County Police Inspectorate***, the visitation team of the Domain for Torture Prevention – the Alba Zonal Center – recommended the administration of the County Police Inspectorate of Sălaj to fully delimit the sanitary groups in the rooms, from the rest of the room, in order to ensure

people's privacy. It has also been recommended to provide psychological assistance to all minors held in the center. *Following the recommendation, the institution replied that it set December 2017 as the maximum deadline for completing the works contained in the recommendation, and that the one concerning the provision of psychological assistance to all minors was implemented.*

◆ The Domain for Torture Prevention in Places of Detention – The Alba Zonal Center – made a visit to the ***Miercurea Ciuc Penitentiary***, in Harghita County, in 2016 and recommended that necessary measures should be taken on: the management of overcrowding, including the elimination of the third row of beds in detention rooms; ensuring appropriate detention conditions; hiring specialists, especially in the medical and psychosocial sector. *The visited authority said that in 2016, whitewashing works, painting, installation repairs, door and window repairs were carried out at a number of 23 detention rooms, in the hallways of detention sections I and II, to which were added a number of 8 rooms in the first quarter of 2017. The penitentiary administration specified that during 2016 all mattresses in use were replaced with new ones, these being provided for the entire number of people in detention.*

◆ During the unannounced visit made in 2017 at the ***Mioveni Penitentiary***, it was found that the penitentiary unit doctor/physician did not inform the psychosocial assistance department, the operative sector personnel and the manager of the unit about the possible suicide risk of a person deprived of liberty, although several attempts of suicide have been reported in its medical history. The Visitation Team of the Domain for Torture Prevention has recommended that medical staff, education and psychosocial support staff and operational staff be trained at least twice a year for better communication between prison departments in order to prevent special events. *As a result of this recommendation, the management of the visited unit processed with the education and psychosocial staff, as well as with the personnel in the operational sector, each of the addresses sent by the National Administration of Penitentiaries regarding the negative events. In 2018, the penitentiary management will take steps to train all staff for good collaboration, in order to properly manage the special events.*

◆ During the visit made in 2017 to ***the Lugoj Placement Center within the General Directorate for Social Assistance and Child Protection Timiș***, there was a need to improve the relations between staff and beneficiaries so that the People's Advocate recommended that the necessary measures be taken for re-evaluating staff-beneficiary relationship, with a view to preventing conflictual situations, in order to eliminate any form of intimidation, discrimination, abuse, neglect, exploitation, inhuman or degrading treatment provided by the standards in force. *According to the response of the unit visited during 2017, steps were taken to ensure that the educational staff attended the following training courses: "Understanding Child Non-Cooperative Behavior and Working Methods"; "Understanding teenagers and working methods"; "The therapeutic approach of emotional and behavioral disorders of children". Staff meetings with psychologists from General Directorate for Social Assistance and Child Protection Timiș have been planned to improve relations between beneficiaries and staff.*

◆ Representatives of the People's Advocate Institution within the Field on the Prevention of Torture in places of detention (NPM) - the Bucharest Zonal Center - visited the Singureni Elderly Home, Giurgiu County, in 2016. Following the findings, they recommended the management of the institution visited to arrange for legal measures on several aspects, including: accommodation of the beneficiaries in the rooms according to the degree of autonomy and independence, so that, in case of necessity or urgency, at least one beneficiary presents the capacity to request the intervention of health care and medical staff, given that, at the time of the visit, there were situations where all the beneficiaries in a room were immobilized in bed; adjusting the height of the thresholds door for the bedrooms of the beneficiaries; equipping all sanitary groups with support bars and special sanitary equipment for people with disabilities or locomotory problems; the purchase and endowment with a sufficient number of mattresses antiescare for the needs of long-term bedmates; examining the possibility of acquiring hearing aids for low-hearing beneficiaries; removing the names of the beneficiaries and their signature from the "Quality of service offered" questionnaire to ensure the anonymity of the beneficiaries and the accuracy of the information obtained through this method, etc.

In 2017, the management of the visited unit communicated the measures taken, of which we remark: *the measure was taken to reorganize the accommodation of the beneficiaries so that in each bedroom where a person with a high degree of dependence was accommodated a person with a high level of skills, so that it can communicate in due time the need for the intervention of the service staff; the height adjustment of the thresholds door will be achieved between May and July 2017; next May-July to fully access the sanitary groups; mattresses antiescare were purchased; the collaboration with a specialized clinic started, the first hearing instruments were purchased; the fields related to the names of the beneficiaries and their signature in the questionnaire "Evaluation of quality of offered services, etc." were deleted.*

◆ Following the visit from 2016 to the Găești Penitentiary, Dâmbovița County, the visiting team members within the Field on the Prevention of Torture in places of detention (NPM) - the Bucharest Zonal Center - recommended to the management of the penitentiary unit visited: to draw up a Special Registry stating the obvious signs of aggression, the existence of traumatic marks or physical signs of ill-treatment, abuse or torture; examining the possibility of purchasing a new ambulance, duly equipped, according to Law no. 254/2013 (Rule 71), the Nelson Mandela Rules (27), given that the ambulance which had the Găești Penitentiary at the date of the visit was old and did not have the minimum equipment necessary for the first aid; supplementing the number of social assistants to ensure a ratio of at least 1 social worker to 100 inmates, etc.

During 2017, following the recommendations made, the management of the penitentiary unit visited communicated the measures taken, of which we note: *in present, there is the Registry of aggressions; the possibility of joining a new ambulance in the Draft Budget for 2018 and, depending on the approved budget, can be purchased; was employed through competition from external source a new social worker post, vacant at the time of the visit, etc.*

◆ Following the unannounced visit made in 2016 to the Retention and Sorting Center of the Border Police in Turnu Magurele, Teleorman County, the visiting team members within the Field on the Prevention of Torture in places of detention (NPM) - the Bucharest Zonal Center found several deficiencies for which the People's Advocate issued several recommendations to

the management of the visited institution, among which: improving the conditions for the accommodation of illegal immigrants; the purchase and installation of shower cabins in the accommodation of illegal migrants so as to ensure a minimum of hygiene; • ensuring thermal comfort, both in the accommodation and quarantine facilities of illegal migrants, as well as in the premises where the staff employed by the Border Police in Turnu Magurele; arranging the sorting room of the Teleorman Border Territorial Territorial Service, in the sense of providing natural light and artificial lighting,

given that, at the time of the visit, it had no windows and artificial lighting system, it was obscure and equipped with some wooden benches and so on.

During 2017, following the recommendations made, the management of the visited unit communicated the measures taken, among which: *hygiene has been carried out; a referral has been submitted to the credit officer for fitting a window in the sorting room from the S.T.P.F. level Teleorman the light bulb has been replaced; the building administrator was notified (Local Council Turnu Magurele, through S.C. Eurobac S.R.L.); address to the Turnu Magurele City Hall of the Report on the visit made and the recommendations of the People's Advocate.*