Field Visits Procedures Manual Oman Human Rights Commission (OHRC)

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Introduction

The Oman Human Rights Commission plays a vital role at the national level in promoting and protecting human rights in the Sultanate of Oman, within the framework of the Basic Statute of the State, the international instruments and conventions to which the Sultanate of Oman has acceded, and applicable national legislation.

Royal Decree No. 47/2026, reorganising the Oman Human Rights Commission, strengthened the institutional and legal framework governing the Commission's work, affirmed its independence, and strengthened its monitoring and follow-up mechanisms. Article 15 of the Commission's Act annexed to the Decree provides that the Commission aims to promote and protect human rights in the Sultanate of Oman, while Article 16 sets out its functions and the means by which it fulfils this mandate.

In this context, the new Act places particular emphasis on field monitoring. Article 16 (6) expressly empowers the Commission to conduct both announced and unannounced field visits to prisons, places of detention, health institutions and workers' accommodation facilities, and to monitor human rights conditions therein. This function is a fundamental tool enabling the Commission to assess human rights conditions firsthand, asses compliance with applicable human rights standards and legal safeguard, identify positive practices, shortcomings and challenges, propose appropriate recommendations, and follow up on the measures taken in response.

The importance of field visits lies in the fact that they go beyond information gathering and constitute an integrated process of monitoring, assessment and follow-up. This process begins with preparing for the visit and defining its objectives and scope, continues with implementation according to a clear methodology using the

approved inspection forms appropriate to the institution being visited, and concludes with analysis of the findings, preparation of the report and recommendations, and follow-up on their implementation.

Accordingly, this Manual establishes a unified procedural framework for the Commission's field visits. It seeks to ensure adequate preparation, consistency in implementation methodology, accurate documentation of findings, and effective follow-up on recommendations. At the same time, it recognises the need for operational flexibility, taking into account the nature of each institution and facilities visited, the circumstances of each visit and the distinction between announces and unannounced visits.

Purpose of the Manual

This Manual aims to regulate the procedures for field visits conducted by the Oman Human Rights Commission and standardise the methodology for their preparation, implementation and follow-up. This contributes to improving the effectiveness of visits and achieving their objectives of monitoring human rights conditions, documenting observations, developing appropriate recommendations and following up on their implementation. Field visits are undertaken within the Commission's mandate to protect and promote human rights and monitor human rights conditions in relevant institutions and facilities.

Field-visit procedures comprise three interconnected stages:

- First: Pre-Visit Procedures.
- Second: Procedures During the Visit.
- Third: Post-Visit Procedures.

First: Pre-Visit Procedures

This stage aims to ensure systematic preparation, define the objectives and scope of the visit, and establish a suitable team to carry it out. It includes the following procedures:

1- Proposing the Visit and Defining Its Objectives and Scope

Field visits are proposed as required by the nature of the Commission's work, on the basis of the approved visit plan, complaints or Complaints received, monitoring findings, incidents, issues or indicators warranting on-site examination, or a decision or recommendation of the Commission. The Monitoring and complaints Receiving Department prepares the visit proposal and coordinates with the competent entity according to the nature of the visit. The proposal shall include:

- The institution or site proposed for the visit and the purpose of the visit.
- The type and nature of the visit.
- The main human rights issues or aspects to be examined.
- Whether the visit is an initial, periodic or follow-up visit.
- Whether the visit is to be announced or unannounced.

Not all visits need to be included in an annual plan in advance, as the nature of the Commission's work may require visits in response to emerging incidents or circumstances. At the same time, advance planning of certain visits is consistent with the Commission's previous practice of preparing and approving field-visit schedules.

2- Preparing the Initial Background Information

The Monitoring and Complaints Receiving Department prepares a concise background brief on the institution or site to be visited, to the

extent necessary to enable the team to perform its task. Depending on the nature of the visit, this includes:

- An overview of the institution and its functions.
- The relevant legislative and regulatory framework.
- Available information and data relating to the subject of the visit.
- Previous visits by the Commission, if any, and the resulting observations and recommendations.
- The extent to which previous recommendations have been implemented, if the visit is for follow-up purposes.
- Any Complaints, observations or issues within the Commission's mandate that are relevant to the visit, subject to confidentiality and data-protection requirements.
- Key matters or aspects proposed for particular attention during the visit.
- An initial assessment of potential risks associated with the visit, including risks to the safety, confidentiality and protection of individuals who interact with the visit team.

3- Approving the Visit and Establishing the Visit Team

Once the initial background information has been completed, the file is submitted to the Chairperson of the Oman Human Rights Commission for approval. The visit team is selected in accordance with the nature of the institution and the issues to be examined, taking into account:

- Competence and experience.
- Relevance to the subject of the visit.
- Diversity of expertise, where necessary.
- The appropriate level of representation.
- A team leader is appointed to oversee the visit and monitor the team's work.

4- Selecting the Approved Visit Form

The Monitoring and Complaints Receiving Department identifies the approved form or forms appropriate to the institution or site being visited. These forms are the principal tool used by the team to organise monitoring, assessment, and documentation of the findings, without prejudice to the team's right to record other relevant observations not covered by the form.

5- Coordination and Necessary Visit Arrangements

The Monitoring and Complaints Receiving Department completes the arrangements necessary to conduct the visit according to its nature, including coordination with the institution to be visited where prior notification is required. For unannounced visits, the necessary internal arrangements are made in a manner that preserves the nature and purpose of the visit.

6- Preparatory Meeting of the Visit Team

Depending on the nature and importance of the visit, the team leader may convene a preparatory meeting before the visit to:

- Review the objectives and scope of the visit.
- Examine the background information prepared about the institution.
- Review findings from previous visits, if any.
- Review the approved form to be used during the visit.
- Identify matters requiring special attention.
- Allocate roles and tasks among team members.

Second: Procedures During the Visit

1- Commencing the Visit

Upon arrival at the institution or facility concerned, the team leader or a designated team member introduces the team, explain the commission's legal mandate and outline the purpose of the visit, as appropriate to its nature.

2- Conducting the Visit

The team conducts the visit in accordance with its objectives and scope, using the approved form for the type of institution concerned. Depending on the nature of the visit, the team may take the steps necessary to achieve its purpose, including:

- Visiting and examining relevant facilities and premises.
- Reviewing the necessary information and data.
- Hearing from officials and specialists.
- Hearing from individuals or groups relevant to the subject of the visit, where appropriate.
- Identifying positive practices, challenges and shortcomings.
- Verifying implementation of previous recommendations where the visit is for follow-up purposes.

3- Documenting Observations

The approved form is completed on the basis of matters monitored, inspected or verified during the visit. As far as possible, a distinction should be made between:

Direct observations; information provided by the institution; information provided by persons interviewed; and observations or conclusions reached by the team. Any material observations not covered by the form are recorded in the designated comments section or in an attached memorandum.

4- Completing Information and Data Before Concluding the Visit

Before concluding the visit, the team leader ensures that the principal areas identified for examination have been adequately covered and that the essential information required to prepare the report has been collected. The team may request that additional information or documents that could not be obtained during the visit be provided subsequently.

Third: Post-Visit Procedures

1- Initial Review of Visit Findings

Where necessary, the visit team holds a post-visit meeting to review findings, exchange observations and ensure that the required information has been collected. The meeting identifies matters requiring additional information or further clarification from the institution visited.

2- Compiling and Analysing the Completed Forms

The Monitoring and Complaints Receiving Department, in coordination with the visit team, compiles and analyses the form or forms used during the visit. The analysis is intended to draw objective conclusions from the findings rather than merely reproduce the assessments recorded in the forms.

3- Classifying Visit Findings

Findings are classified, according to their nature, as:

- Positive practices deserving recognition.
- Observations requiring improvement or corrective action.
- Observations requiring specific recommendations.
- Matters requiring follow-up or further verification.
- Urgent matters requiring immediate action or referral, as appropriate.

4- Preparing the Visit Report

The Monitoring and Complaints Receiving Department shall prepare a visit report on the visit, including, as appropriate:

- Visit details: the institution visited, the date of the visit and the team members.
- Objectives and scope: the purpose of the visit and the main issues examined.
- Visit methodology: inspections, interviews, documents or information reviewed, and the form used.
- Key findings and observations: an objective account of the main issues identified.
- Positive practices: human rights-related practices or initiatives identified by the team.
- Shortcomings or challenges: matters requiring remedial action or further development.
- Recommendations that can be monitored and whose implementation can be verified.
- Proposed follow-up measures: whether follow-up action requires correspondence with the institution, requests for additional information, a follow-up visit or other measures, as appropriate.

5- Reviewing and Approving the Report

The draft report shall be submitted to the visit team leader and the team members, as appropriate, to review and verify the accuracy of facts, findings and recommendations. The report shall be approved by the team leader and forwarded to the Chairperson's Office for submission to the relevant committees of the Commission in accordance with the established procedures.

6- Communicating Recommendations

Approved recommendations shall be communicated to the institution or the relevant institutions in accordance with the Commission's established procedures, specifying any requirement for reporting on the measures taken.

7- Recording and Following Up on Recommendations

Recommendations arising from field visits are entered in the Field Visit Recommendations Follow-up Register.

The register shall include:

- Institution visited.
- Date of the visit.
- Recommendation issued.
- Entity responsible for implementing the recommendation.
- Date of referral.
- Response received from the institution concerned.
- Measures taken.
- Status of implementation.
- Follow-up measures.

The implementation status of each recommendation shall be classified, as appropriate, into one of the following categories:

- Implemented.
- Partially implemented.
- Under implementation.
- Not implemented.
- Verification required.

8- Verifying Implementation of Recommendations

A recommendation shall not be considered closed merely upon receipt of a response from the institution concerned. Rather,

implementation is verified by means appropriate to the nature of the recommendation, including:

- Written information provided by the institution concerned.
- Communicating with the institution concerned to obtain necessary clarification or information.
- Additional information subsequently obtained by the Commission.
- Follow-up visit, where necessary.

9- Completing the Visit File

The visit file shall be considered complete when all prescribed procedures relating to the report and recommendations have been completed, with the final status of each recommendation and the action taken have been documented.

Closure of the file shall not preclude reopening the matter or conducting a further visit if new developments warrant such action.

10- Utilizing Visit Findings

General findings from field visits may be used, subject to applicable confidentiality and data-protection requirements, to:

- Enhance the Commission's work and monitoring tools.
- Identify issues or sectors requiring additional follow-up.
- Prepare relevant Complaints and studies.
- Inform and Support the Commission's proposals and recommendations.
- Share knowledge with relevant personnel within the Commission.
- Enhance public awareness where appropriate in accordance with the Commission's mandate and the nature of the information available.

اللجنة العمانية لحقوق الإنسان
Oman Human Rights Commission

Annex: Forms

Handbook of Inspection Forms for Field Visits to Prisons, Detention Facilities, and Labour Accommodations, and Other Human Rights-Related Facilities

Introduction

The Oman Human Rights Commission aims to promote and protect human rights in the Sultanate of Oman, in accordance with the Basic Statute of the State, the international covenants and conventions to which the Sultanate of Oman has acceded, and the laws in force.

Pursuant to the mandate of the Oman Human Rights Commission, as stipulated in Article (11), paragraph (6), of Royal Decree No. 57/2022, the Commission is authorized to conduct field visits to prisons, detention facilities, hospitals, and labour accommodations to monitor the human rights situation therein.

This handbook has been prepared to enhance the effectiveness and organization of field visits through the development of inspection forms covering prisons, labour accommodations, and social care homes, in addition to a dedicated inspection form for the Juvenile Guidance Home and the Reformatory. These forms are designed to ensure compliance with relevant international standards and national legislation.

Inspection Form for Prisons and Detention Centres

Penal and correctional institutions in the Sultanate of Oman are committed to respecting the rights of inmates and detainees, considering these facilities as institutions for their care and rehabilitation. In this regard, the State implements the United Nations Standard Minimum Rules for the Treatment of Prisoners (the Nelson Mandela Rules), adopted by the United Nations in December 2015, in its penal and correctional institutions.

Living conditions in prisons and detention facilities are among the most significant factors influencing inmates' and detainees' sense of self-respect and dignity, as well as their prospects for successful reintegration into society as law-abiding individuals. Furthermore, the quality of detention facilities, sleeping arrangements, the quantity and quality of food provided to prisoners, dining areas, permitted clothing, healthcare and medical treatment, the right to communicate with the outside world, and other rights collectively have a significant impact on prisoners' human dignity and sense of self-worth.

Accordingly, the Inspection Form for Prisons aims to promote conditions in prisons and detention facilities in line with international human rights standards by identifying the efforts undertaken to improve these facilities and the existing mechanisms for safeguarding rights.

Food	Good	Acceptable	Poor	Not Available	Remarks
Cleanliness; food preparation procedures; monitoring of food quality; food storage; variety of meals; number of meals provided; and arrangements for providing special diets to detainees suffering from medical conditions such as diabetes and hypertension.					
Healthcare	**Good**	**Acceptable**	**Poor**	**Not Available**	**Remarks**
Number of doctors and nurses (permanent/on-duty) relative to the number of inmates; availability of medical specialties; and procedures for transferring detainees to hospitals. Procedures followed in dealing with detainees suffering from infectious diseases.					
Accommodation	**Good**	**Acceptable**	**Poor**	**Not Available**	**Remarks**
Number and size of rooms; sleeping arrangements (beds and blankets). Classification of detainees/inmates according to their number and age, and the procedures for their allocation to different sections.					
Visits	**Good**	**Acceptable**	**Poor**	**Not Available**	**Remarks**
Permitted visiting hours for detainees; visiting facilities and privacy arrangements for visits by children, women, and persons with disabilities. Special arrangements for visits involving persons with disabilities (visiting hours and location).					
Communication with the Outside World	**Good**	**Acceptable**	**Poor**	**Not Available**	**Remarks**
Time periods (morning/evening), number and duration of					

telephone calls, exceptions for non-Omanis regarding calling hours (telephone calls outside the designated hours).					
Clothing	**Good**	**Acceptable**	**Poor**	**Not Available**	**Remarks**
Procedures for distributing clothing, the number of clothing items provided, and their suitability for summer and winter.					
Toilets, Bathrooms	**Good**	**Acceptable**	**Poor**	**Not Available**	**Remarks**
Cleanliness, privacy, time allocated for bathing for each detainee, hygiene supplies (procedures for their distribution), suitability of toilets and bathrooms for detainees with disabilities.					
Correspondence	**Good**	**Acceptable**	**Poor**	**Not Available**	**Remarks**
Procedures for sending detainees' correspondence outside the centre, provision of reference numbers to inmates for their correspondence, and procedures for following up on such correspondence by the center's administration.					
Sun Exposure / Outdoor Recreation	**Good**	**Acceptable**	**Poor**	**Not Available**	**Remarks**
Suitability of the designated areas for sun exposure, number of days allocated for sun exposure, and duration of sun exposure each day.					

Inspection Form for Labour Accommodations

The provision of adequate housing is a fundamental element in ensuring human dignity. Providing adequate housing is among the highest priorities necessary for people in any society, as it is no less important than the need for food and water. Labour accommodations therefore play an important role in completing the occupational safety and health system in the workplace, given their significant impact on workers' physical and mental health and their rest after working hours spent within industrial facilities, which, in turn, positively or negatively affects their ability to work and be productive.

In this regard, the governing legislations requires employers to comply with a set of measures to ensure that the accommodation provided to their workers is adequate. Accordingly, the Labour Accommodation Inspection Checklist has been prepared in accordance with legislation, some of which is summarized below:

- Occupational Safety and Health Measures in Establishments Subject to the Labour Law, issued by Ministerial Decision No. 286/2008.
- International Standards Relating to Accommodation: International Labour Organization Recommendation No. 115 concerning Workers' Housing, 1961, which stipulates in Article 6, concerning housing standards, that the competent authority should establish minimum building safety standards and reasonable levels of decency, hygiene and comfort in light of local conditions and take appropriate measures to enforce these standards.
- General Comment No. 4 on the Right to Adequate Housing, issued by the General Assembly at its sixth session, concerning Article (11) of the International Covenant on Economic, Social and Cultural Rights, to which the Sultanate of Oman acceded pursuant to Royal Decree No. 46/2020.

Accordingly, when assessing workers' accommodation, the following matters must be taken into consideration, identified and verified:

1. The number of accommodation units used by the establishment, their names and locations.
2. The distance between the accommodation units and the workplace (establishment).
3. The number of workers occupying each accommodation unit, their nationalities and gender.
4. Identification of accommodation units designated for supervisors, if any.

Labour Accommodation Inspection Form					
Name of Accommodation:					
Name of Factory/Establishment:					
Number of Workers:					
Nationalities of Workers:					
Accommodation Occupants:		**Male**		**Female**	
Number of Floors:					
Number of Rooms on Each Floor:					
Emergency Preparedness	**Good**	**Acceptable**	**Poor**	**Not Available**	**Remarks**
- A sign displaying the name of the accommodation and the establishment at the entrance. - An evacuation plan on each floor. - A sign displaying emergency numbers. - An emergency exit on each floor. - Warning devices. - Emergency exit signs. - Main emergency exits. - Firefighting equipment. - Evacuation drills every six months. - Workers trained to respond to emergencies.					
First Aid	**Good**	**Acceptable**	**Poor**	**Not Available**	**Remarks**
- A supervisor trained in first aid at the accommodation. - A first-aid kit equipped with essential supplies.					
Use of Accommodation	**Good**	**Acceptable**	**Poor**	**Not Available**	**Remarks**
- The accommodation is not used for storage purposes. - The accommodation is not connected to production units. - The accommodation is located away from sources of pollution.					
Minimum Space Requirements	**Good**	**Acceptable**	**Poor**	**Not Available**	**Remarks**
- Each room has an area of at least 4 square metres. - A minimum distance of one metre between each worker's bed and the next. - Number of workers occupying each room.					
Fire Protection	**Good**	**Acceptable**	**Poor**	**Not Available**	**Remarks**

- No flammable materials inside rooms. - Gas cylinders are stored safely. - Electrical extensions or connections are safe. - Electrical boxes are covered. - No potential sources of fire inside rooms.					
Cleanliness and Disease Prevention	**Good**	**Acceptable**	**Poor**	**Not Available**	**Remarks**
- Insect screens on windows. - Cleanliness of the surroundings of the accommodation. - Secure covers for floor drains. - No food preparation or cooking inside rooms. - No harmful insects.					
Privacy	**Good**	**Acceptable**	**Poor**	**Not Available**	**Remarks**
- A separate bed is provided for each worker. - Male accommodation is separate from female accommodation. - Beds are provided with blankets and bedsheets. - A separate wardrobe is provided for each worker.					
Workers' Cooking Areas	**Good**	**Acceptable**	**Poor**	**Not Available**	**Remarks**
- Designated cooking areas are available. - Adequate ventilation is provided in cooking areas. - Fire prevention equipment is available in cooking areas.					
Dining Areas	**Good**	**Acceptable**	**Poor**	**Not Available**	**Remarks**
- A designated area for eating and resting is available. - A sufficient number of tables and chairs is available in the dining area.					
Water Supply	**Good**	**Acceptable**	**Poor**	**Not Available**	**Remarks**
- Clean drinking water is available for every worker. - Hot water is available in the bathrooms.					
Sanitary Facilities	**Good**	**Acceptable**	**Poor**	**Not Available**	**Remarks**

- At least one toilet and one washbasin for every 15 workers. - At least one shower facility for every 10 workers. - Shower facilities are separate from toilets. - The sewage system is connected to a dedicated drainage system. - Separate toilets for male and female workers. - Suitable waste bins are available.					
Temperature and Humidity	**Good**	**Acceptable**	**Poor**	**Not Available**	**Remarks**
- The floor of the accommodation is tiled. - Water drainage. - Adequate room ventilation. - Air conditioning and heating are in good and safe condition. - No signs of dampness or cracks on the walls.					
Clothes Washing	**Good**	**Acceptable**	**Poor**	**Not Available**	**Remarks**
- A water source is available for washing clothes. - A designated area for washing clothes is available. - An area for drying clothes is available.					

Social Care Home Monitoring Form

This form aims to provide stakeholders with a practical tool for integrating issues concerning older persons into the process of addressing fundamental human rights-related aspects. Each unit serves as a tool for reflection by raising questions intended to guide efforts and suggest relevant partners, data and frameworks. Accordingly, this tool does not provide ready-made answers, but rather helps facilitate collective reflection to identify solutions consistent with the rights of older persons and to incorporate their concerns into efforts to promote and protect fundamental human rights and freedoms.

National and international frameworks have introduced numerous concepts relating to older persons, which should serve as the basis for policies aimed at safeguarding the rights of older persons, building inclusive societies and achieving progress. These concepts have also brought about a fundamental change in how older persons and their issues are perceived and approached. These concepts include:

- **Rights-Based Concepts Concerning Older Persons**

Human rights do not diminish with advancing age. Accordingly, rights-based concepts concerning older persons form the primary basis for developing policies relating to them. These policies must be consistent with international human rights conventions and aim to translate their principles into a tangible reality that ensures a decent life for older persons.

- **Concepts Based on the Life Course**

The concept of the life course in policymaking emphasizes the need to consider the different stages of life, from childhood to old age, and the interconnections between these stages when developing public policies. For example, good healthcare during pregnancy, childhood and adulthood contributes to the adoption of healthy behaviours and an active lifestyle, resulting in better health for individuals in the long term.

- **Concepts Based on Partnerships Among Different Stakeholders**

The principle of partnership among different stakeholders is essential to integrating ageing issues into policymaking. This principle contributes to raising awareness and strengthening the capacities of different stakeholders, drawing on their expertise to foster a deeper understanding of issues concerning older persons and build consensus on policies.

Care System in the Home	Good	Acceptable	Poor	Not Available	Remarks
- Providing a safe and stimulating environment that facilitates the integration of older persons within and outside the home. - The home involves older persons in community programmes. - Enabling older persons to benefit from legal, social and cultural programmes. - Providing personal care to older persons (such as assistance with bathing, eating or dressing). - Enhancing older persons' ability to perform tasks independently (such as assistance with bathing, eating or dressing).					
Environment of the Home	**Good**	**Acceptable**	**Poor**	**Not Available**	**Remarks**
- The home has a friendly, warm, homely and comfortable environment. - The home for older persons is regularly cleaned and maintained. - The dining hall and other communal areas are bright, cheerful and pleasant. - Noise levels in communal areas are controlled. - Floor pathways are safe. - A garden or courtyard is available at the care home. - Emergency plans are in place.					

Residents	Good	Acceptable	Poor	Not Available	Remarks
- Residents appear happy and active. - Residents maintain good personal hygiene and are properly dressed					
Staff	**Good**	**Acceptable**	**Poor**	**Not Available**	**Remarks**
- Staff treat residents with respect, patience and kindness. - Staff members are qualified and experienced. - Staff respond to requests for assistance within a reasonable period of time.					
Rooms	**Good**	**Acceptable**	**Poor**	**Not Available**	**Remarks**
- Residents' rooms are bright and cheerful. - There is sufficient storage space. - Private rooms are available. - Roommates are selected. - Residents can use telephones, television and the Internet.					
Meals	**Good**	**Acceptable**	**Poor**	**Not Available**	**Remarks**
- Meals are served at appropriate times. - Snacks are available between main meals. - Residents can easily access the dining hall from their rooms. - Meals are nutritious and taste good. - The care home can provide special meals for older persons when					

needed or according to their health conditions. - Staff are available to assist with eating during mealtimes. - Nutrition specialists are available as part of the staff. - Drinking water is available to residents.					
Healthcare	**Good**	**Acceptable**	**Poor**	**Not Available**	**Remarks**
- A doctor is available at the care home. - There is cooperation between the care home and nearby hospitals. - When a patient needs to be transferred to a hospital, a bed can be made available promptly at the hospital. - The care home provides special programmes for older persons suffering from disorders such as Alzheimer's disease. - The administration of medication to older persons at the care home is monitored.					
Services	**Good**	**Acceptable**	**Poor**	**Not Available**	**Remarks**
- Residents' personal clothing is laundered. - Books are available for reading. - A designated area for visits is available. - Activity rooms are available for activities such as watching					

television or playing games. - Residents can bathe whenever they wish. - Bathing water is heated sufficiently, and the bathing area provides privacy.					

Inspection Form for the Juvenile Guidance Home and the Reformatory

Juvenile delinquency is a social issue that affects the social order of society as a result of rapid development and changes in various fields. It has social and psychological dimensions, and therefore requires attention and measures to address and reduce it. The Sultanate of Oman is not immune to the problem of juvenile delinquency. It also faces this problem and is working diligently to reduce it.

Accordingly, the care, rehabilitation and treatment of juveniles are carried out through the development of treatment programmes tailored to the circumstances of each juvenile case and its particular characteristics, under the supervision of specialists, including technical, social and psychological specialists, as well as other professional staff. Educational and training programmes are also provided to develop juveniles' skills and talents and equip them with the confidence needed to reintegrate into society. These programmes are provided intensively to juveniles placed in the Juvenile Guidance Home and the Reformatory throughout their stay in these facilities until the completion of the prescribed sentence.

Home Regulations	Good	Acceptable	Poor	Not Available	Remarks
- Rights and duties are explained clearly and easily. - The procedures followed for rehabilitation are clear, understandable and encouraging. - A specific system is implemented from the time a juvenile enters the home until their departure. - A system of disciplinary incentives is in place when juveniles comply with laws, regulations and rules. - Staff demonstrate good treatment of and cooperation with juveniles. - Age differences are taken into consideration when dealing with juveniles. - Complete confidentiality is maintained in all matters concerning juveniles.					
Rehabilitation, Vocational and Recreational Programmes	**Good**	**Acceptable**	**Poor**	**Not Available**	**Remarks**
- The rehabilitation programmes provided by the home are varied and diverse. - The rehabilitation programmes provided contribute to behavioural change and improvement. - Vocational training programmes are available to help juveniles acquire new skills. - Various recreational programmes are available to help alleviate feelings of anxiety and stress. - Religious guidance is provided to juveniles. - Staff members specialize in social, behavioural and psychological programmes. - Designated areas are available for social activities.					

Visits by Juveniles' Families and Family Contact	Good	Acceptable	Poor	Not Available	Remarks
- A special programme is available to organize family visits. - Visiting procedures are appropriate and uncomplicated. - Privacy is ensured in the area designated for juvenile visits. - Juveniles maintain contact with their families through various communication channels.					
Education	**Good**	**Acceptable**	**Poor**	**Not Available**	**Remarks**
- All the requirements and tools needed by juveniles to continue their education are available. - - - - Staff assist juveniles with their education and help them overcome the challenges they may face. - Quiet conditions are maintained, and disturbances are avoided during reading and studying. - The library contains a collection of scientific, cultural, religious and recreational books. - A computer room and an information technology trainer are available at the Home. - Juveniles are encouraged and motivated to develop a love of learning.					
Healthcare	**Good**	**Acceptable**	**Poor**	**Not Available**	**Remarks**
- Facilitating the transfer of juveniles to hospital for initial medical examinations and to ensure their well-being. - A dedicated clinic is available to treat various health conditions.					

- Clinic staff are specialized in treating health conditions. - Regular monitoring of juveniles' health conditions and transferring juveniles to hospital for treatment according to their medical conditions. - Juveniles are familiar with how to respond to emergencies.					
Accommodation	**Good**	**Acceptable**	**Poor**	**Not Available**	**Remarks**
- The rooms are comfortable and suitably equipped for juveniles to serve their custodial sentences. - The number of rooms is proportionate to the number of juveniles. - Age differences among juveniles are taken into consideration in accommodation arrangements. - Male juveniles are accommodated separately from female juveniles. - Juveniles are allocated to rooms according to the type of offence.					
Nutrition	**Good**	**Acceptable**	**Poor**	**Not Available**	**Remarks**
- Meals provided to juveniles are adequate in terms of quantity and quality. - Special meals are provided to juveniles when necessary or according to their health conditions. - A dining room is available, with a sufficient number of tables and chairs. - Attention is paid to the cleanliness of food preparation and serving areas.					
Sports and Recreational Activities	**Good**	**Acceptable**	**Poor**	**Not Available**	**Remarks**
- Sports activities help satisfy the juvenile's sporting interests. - Sports halls equipped for juveniles are available, with coaches					

specializing in sports, as well as an arts programme. - Juveniles are involved in artistic, sporting and community activities. - A variety of activities is provided for juveniles.					
Aftercare for Juveniles	**Good**	**Acceptable**	**Poor**	**Not Available**	**Remarks**
- Ensuring that a suitable environment is provided for juveniles, whether at home or at school, to prevent them from returning to delinquency. - Communicating with the school to ensure that juveniles can resume their studies in a manner appropriate to their circumstances. - Ensuring that juveniles receive continuous follow-up by a social worker until they reach the age of eighteen. - Involving juveniles in events, activities and competitions in cooperation with community institutions.					