

## **Inspection visit to the Vao Centre of the Accommodation Centre for Asylum Seekers**

Advisors to the Chancellor of Justice paid an unannounced visit to the Vao Centre of the Accommodation Centre for Asylum Seekers on 18 June 2018.

The helpful attitude of the staff towards the residents and their readiness to solve everyday concerns quickly made a good impression at the centre. Health services are guaranteed to the residents of the centre: primary medical examination, the possibility to visit the local family doctor and medical specialists. The help of a translator is used during appointments if necessary. This allows the patient to establish a trusting relationship with the doctor and guarantees adequate information exchange upon the provision of health services. The necessary medicines are easily obtained. The children living at the centre have been able to see a dentist free of charge and the residents can get psychological counselling if they need it. It is commendable that school-age children attend the local school and also learn the Estonian language. Language lessons are also offered at the centre, where the residents can also participate in leisure activities. Children have toys suitable for their age and the playground recently built next to one of the centre's building gives children a great opportunity to engage with their local peers. It also made a good impression when the head of the centre quickly managed to contact a translator of Arabic on the telephone when requested by the advisor to the Chancellor of Justice, so that the latter could easily talk with the residents of the centre.

Unfortunately, it is not possible for the younger children living at the centre to attend a nursery school. The situation at the centre was the same during the inspection visit made in 2014. The centre could consider the option of organising hobby clubs for children that would promote their integration into the Estonian society via meaningful activities.

During the visit, the advisors inspected the centre's buildings and territory, spoke with the residents and employees of the centre and reviewed the documents concerning the residents. The advisor to the Chancellor of Justice also spoke with the nurse of the family doctor who provides health services to the centre's residents.