



**Vlaanderen**  
is divers

# INTERNAL RULES

FOR USERS OF  
OUR CIVIC INTEGRATION  
AND DUTCH LANGUAGE LEARNING SERVICES

01/07/2022

AGENTSCHAP  
INTEGRATIE &  
INBURGERING

Engels – Vertaling uit het Nederlands  
[www.integratie-inburgering.be](http://www.integratie-inburgering.be)

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# 1 Introduction

## 1.1 For whom?

Anyone who uses our [Civic Integration Service](#) or [Dutch language learning service](#).

### Did you sign a civic integration contract for an entitled integrator?

Your programme counsellor will provide you with a civic integration certificate when you have met all the goals.

We will close case your file if:

- you decide to stop the civic integration programme,
- you do not start you social orientation or Dutch course twice,
- you do not attend social orientation or Dutch classes for six months.

### Attention!

You can always sign a new civic integration contract. Starting in September 2022, you may be required to pay for social orientation and Dutch classes.

## 1.2 What?

These internal rules contain all the official rules for users of our civic integration and Dutch language learning services. Failure to follow these rules may affect your programme.

# 2 What can you expect from us?

## 2.1 General principles

- **Respect:** All our employees will treat you with respect. They will help you in a calm and friendly manner.
- **Equal opportunities:** We ensure equal opportunities for all our clients. What is more: our employees will do their best to create equal opportunities for you in Flemish society.
- **High-quality service:** You can count on good and high-quality services from all our staff.
- **Guaranteed services:** Anyone who is entitled to our services or has been invited will be given a physical or online appointment as soon as possible. Moreover, you can count on all our services if you meet the conditions set by law.
- **Clear and complete information:** You will get clear information about your programme and everything related to it.
- **Discretion and confidentiality:** We will treat you and your personal information with discretion.

## 2.2 Privacy

### 2.2.1 Sharing information with other organisations

We will treat all your personal data and information in confidence. We are also obliged to do so by Belgian law. You can find more information about the data we keep about you on [our website](#).

To achieve our objectives, we work together with several key partners. This means that we may share information about you with them. You can read about who those partners are and what information we share with them on [our website](#).

Do you have questions about privacy and data protection? Please send an email to our contact at [dpo@integratie-inburgering.be](mailto:dpo@integratie-inburgering.be).

### 2.2.2 Visuals

We sometimes take photos and videos to introduce our Agency to a wider audience or to advertise our services. We will always respect your privacy. If we take images of you, we will first ask you to sign a consent form. You always have the right to have visual material, in which you are depicted, deleted via [communicatie@integratie-inburgering.be](mailto:communicatie@integratie-inburgering.be).

# 3 What do we expect from you?

## 3.1 General rules

- 1 **Be on time.** If it's not possible for you to get here, please inform your contact person in advance or inform the [reception desk of your region](#).

- 2 Show respect for other people** regardless of their language, age, gender, origin, political beliefs, race, religion, sexual orientation or disability ... According to Belgian law, every individual is treated equally. We expect you to do the same.
- 3 Freedom of speech.**  
In Belgium, freedom of expression is enshrined in the Constitution. We expect you to respect everyone's opinions, both those of employees and other clients.
- 4 Communicate openly and honestly about yourself and your situation.**  
Always provide correct facts and details about yourself and your family members. This is the only way our staff can provide you with the best assistance.
- 5 Make sure we can identify you.**  
You can be identified every time you contact of our services (classes, meetings, consultations, tests). Your face should always be recognizable. This allows us to see that we have the right person in front of us, both physically and online. Your face should never be covered.
- 6 Handle the resources we give you with care.** Do not damage anything. Use the equipment we provide to you for its intended purpose.
- 7 Do not smoke inside the buildings.**  
Smoking is allowed only in the designated areas.
- 8 Do not pray inside our buildings.** Prayer is a private matter and is not allowed during our services.
- 9 Do not display any unwanted and transgressive behaviour.**  
See 3.3.1.

### 3.2 Protection of people, resources and property

**All documents, materials, tests and information** about, during and after our services are the intellectual property of the Agentschap Integratie en Inburgering. The Agentschap Integratie en Inburgering owns the copyrights. Treat **all other property** (buildings, infrastructure, offices ...) of our organization with respect. Also, respect the **personal integrity and privacy of other** clients and employees.

You are not allowed to photograph, film, copy, print, store or disclose anything (or anyone); not for private purposes, nor for commercial or public use.

**Do you want to do this anyway?** Then you need the express, prior and written permission of the rightful owner. Also read 2.2.2 on dealing with visuals.

### 3.3 Health and safety and well-being

The safety and well-being of our employees and clients are very important to the Agentschap Integratie en Inburgering (AgII or Flemish Civic Integration Agency). We therefore ask that everyone follow the rules below. You can contact your programme counsellor, consultant or teacher about this.

#### 3.3.1 What is unwanted and transgressive behaviour?

Unwanted and transgressive behavior are actions that put yourself or others at risk or that prevent the smooth performance of our services. Therefore, follow **these rules**:

- Do not bring weapons into the buildings.
- Do not abuse drugs, alcohol or medication. Do not show up to an appointment, class or other activity when you are under the influence of substances.
- Do not display transgressive behavior (aggression, violence, bullying or sexually transgressive behavior).
- Respect the Belgian laws. Do not commit crimes such as fraud or forgery, battery and assault, sexism, sexual assault, harassment, stalking, racism, discrimination, segregation, negationism, etc.

We use the following **definitions** of unwanted and transgressive behavior:

- *Transgressive behavior* is any behavior where you cross a boundary, agreement or rule. Your interlocutor no longer feels able to continue the conversation or class.
- *Aggression* is any behavior that causes material, psychological or physical harm. It's OK to feel angry, but you can only show anger without insulting or attacking your interlocutor with words or actions.
- *Bullying*: A person is bullied when he or she is subjected to repeated and prolonged negative actions by one or more individuals.
- *Sexism* is discrimination based on gender. *Sexist statements* are discriminatory statements based on gender.
- *Sexual assault* (actual assault on the person's honor) is forcing someone to perform or undergo a lewd act. This often takes the form of unwanted touching of or allowing you to touch their genitals, buttocks or breasts. Assault is a sex crime.
- *Harassment* is unwelcome behavior that has the purpose or effect of violating a person's dignity. A threatening, hostile, abusive, humiliating or offensive environment is created in the process.
- *Harassment* is any behavior that seriously disturbs the peace of mind of the affected person, such as chasing someone, surrounding them, sending intimidating or abusive messages. *Stalking* is repeating this behavior with the deliberate intention of disturbing the peace.
- *Racism* is an attitude of systematic hostility or contempt for certain individuals or groups based on their nationality, color, ancestry, national or ethnic origin.
- *Discrimination* is the unequal or unfair treatment of another person based on personal characteristics.
- *Social segregation* is the process of socialization in which members of a non-dominant group are forced to barely mingle with the dominant group, and primarily maintain contact with the other members of their own group.
- *Negationism* is the denial of the existence of genocide or crimes against humanity.

#### 3.3.2 Damage, accidents and insurance

##### 3.3.2.1 Insured situations

As an integrator with a civic integration contract, you are insured against:

- damage you unintentionally cause during an activity of AgII (civil liability),
- physical or material accidents that happen to you:
  - during our services,
  - on the way to and from an activity.

Each contact point has a first aid kit. In case of serious accidents, we will contact the emergency services.

### 3.3.2.2 First aid

- Report any accident to an AgII staff member within 48 hours. Ask for an accident reporting form.
- Fill in the necessary details on the reporting form. An AgII staff member can help you complete this form.
- Have your physician fill out the reporting form.
- E-mail the form to [verzekering@integratie-inburgering.be](mailto:verzekering@integratie-inburgering.be).
- You will get a case number from the insurance agency. Hang onto this number

### 3.3.2.3 Payment arrangement

- You will first have to pay the doctor's fees and the bills for any medication yourself.
- The health insurance fund will reimburse you for part of the cost. You will receive a document showing your personal share of the cost.
- Provide AgII with the health insurance fund document and bills for any medication. The remaining share will be reimbursed by the insurance company later.

### 3.3.2.4 Evacuation in case of emergency

- Follow the instructions of AgII staff.
- The evacuation supervisors will show you the way to the assembly point. You can easily recognize them by their high-visibility jacket.
- Leave the assembly point when you receive permission from an evacuation supervisor.

## 4 Consequences in case of non-compliance with these regulations

### 4.1 General

Did you violate the rules in these internal regulations? Then the Agentschap Integratie en Inburgering will take action. Whenever possible, we will select the least intrusive option.

Major violations that also violate Belgian law and are criminal offenses, are reported to the police. The Agentschap Integratie en Inburgering will be assisted by a lawyer. Whenever possible, we will act as civil party, to protect the victim or victims.

### 4.2 What are the consequences?

Depending on the facts, we will decide which consequences to apply.

- You will receive a **verbal warning** if you fail to keep an appointment made or break a rule. There are no further consequences unless the violation is repeated or continues.

- You will receive a **written warning** if you fail to keep an appointment made or break a rule. There are no further consequences unless the violation is repeated or continues.
- We will **immediately stop the conversation, test, meeting or class**. You will have to leave the building. You can only return when you are able to follow the rules. We will record your absence for this conversation, test, meeting or class.
- You can continue to use our services with **another employee**. This may also be at a **different location**.
- You **can only** use our **digital** services. You are no longer allowed to make physical visits.
- You have to **pay for** the material damage and expenses you caused to the Agentschap Integratie en Inburgering.

Do you repeat the violation? Then we will always choose **more drastic action**.

### 4.3 What is the procedure?

A member of the AgII staff will inform you of the facts and consequences orally or in writing. This is done within a reasonable time and as soon as possible after the events. We will make arrangements with you to prevent repetition of the same or similar events. We will make a note in your personal file:

- a written report of the events,
- any communication exchanged about these events,
- the agreements we made to prevent recurrence.

Do you have questions about this? Our staff will be happy to help you.

## 5 Complaints procedure

The Agentschap Integratie en Inburgering has a procedure and policy on handling complaints. This enables us to continuously improve our services. You can count on a uniform and proper treatment of all signals and complaints.

Do you have a suggestion, a comment or a complaint about our service? Does our service not entirely meet your expectations? Our staff will be happy to assist you. You can contact us via [our website](#), by phone (02 701 77 50) or by letter. The procedure to file a complaint can be found on [our website](#).