

**STUDY ON THE SOCIAL AND PSYCHOLOGICAL
WORKS CARRIED OUT WITH THE JUVENILES
AS WELL AS THEIR EDUCATION IN “ABOVYAN”
PENITENTIARY INSTITUTION**

Civil Society Institute NGO
Yerevan - 2012



European Union



NORWEGIAN
HELSINKI COMMITTEE

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This publication has been produced with the assistance of the European Union. The contents of this publication are the sole responsibility of Civil Society Institute NGO and can in no way be taken to reflect the views of the European Union.

The study was implemented in the frames of “Promotion of Modern concepts in the administration of Juvenile Justice in Armenia” project implemented by Penal Reform International (PRI) in cooperation with the Civil Society Institute NGO (CSI) and Children Support Centre Foundation (CSCF) under Fund For Armenian Relief (FAR).

The study was implemented in cooperation with the Office of RA Human Rights Defender.

The authors express their gratitude to the RA Penitentiary Department for cooperation.

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LIST OF USED ABBREVIATIONS

PI	Penitentiary institution
PD	Penitentiary department
SGB	Self-government body
CSARA	Civil service acts registration agency
CSAR	Civil Status Acts Registration
CSI	Civil Society Institute
SPLAD	Social, Psychological and Legal Activities Division
ODG	On-Duty Group
PSG	Personnel Service Group
TFG	Task Force Group
SG	Security Group
PG	Protection Group
PD	Procurement Division
MCD	Medical Care Division
RPCRG	Remand Prisoners and Convicts Registration Group
GAG	General Activities Group
AG	Accounting Group
ASED	Alternative Sanctions Enforcement Division

RESEARCH METHODOLOGY

The Civil Society Institute non-governmental organisation, by the support of the Penal Reforms International (PRI) organisation and in cooperation with the experts from the Office of the Human Rights Defender of the Republic of Armenia, carried out a research in March and April 2012, which aimed at:

- identifying the peculiarities of participation of the “Abovyan” PI staff members in professional trainings;
- identifying the issues emerged in the course of professional activities of the “Abovyan” PI staff, as well as the ways for their settlement;
- bringing to light the functional and procedural issues existing in “Abovyan” PI;
- identifying the conditions for ensuring the secondary education of the juveniles kept in “Abovyan” PI;
- describing the activities of the “Abovyan” PI Social and Psychological Service;
- identifying the possibilities of addressing the spiritual needs of the juveniles in “Abovyan” PI;
- describing the organisation of leisure and rest time of the juveniles in “Abovyan” PI;
- comparing the conditions in which juvenile remand prisoners and juvenile convicts are kept and treated in “Abovyan” PI;
- identifying the factors promoting and impeding the correction of the juveniles kept in “Abovyan” PI.
- Within the framework of this Research, thorough interviews were held with 10 staff members of “Abovyan” Penitentiary Institution (PI), among them the Head of the PI, the Deputy Head, the Head of the Social, Psychological and Legal Activities Division, the social worker, the psychologist, the deputy director and teachers of the school-college, the Head of the Special Creative Centre for Juvenile Offenders and the Deacon (see Annex 1). The size of sampling of the Research is conditioned by the factor of reaching the

information saturation point; interviews were discontinued due to repetition of the information furnished during the interviews.

All the interviewed persons have higher education, 5 of them are men, the other 5 are women. The total of 5 persons have been working in the PI for more than 10 years; one person has been working for a year, one person — for 4 years, another 3 persons are new employees working in the PI for not more than a year.

RESEARCH FINDINGS

GENERAL INFORMATION ABOUT “ABOVYAN” PI

“Abovyan” PI is envisaged for keeping remand prisoners, as well as juvenile and women convicts. Juveniles are sent to this Institution from the age of 14, and may serve their sentence up to maturity, and in some instances up to the age of 21, upon personal request. The Institution comprises three zones:

- place for keeping remand prisoners, where women remand prisoners and juvenile remand prisoners are kept in the same building, but in different cells;
- semi-open correction institution, i.e. women’s zone;
- semi-open correction institution, i.e. male juveniles’ zone.

There is no separate zone for female juvenile convicts, since they are sentenced to imprisonment very seldom, and in such cases they are kept with adult women. “Abovyan” PI is envisaged for keeping 250 imprisoned persons, including 100 remand prisoners and 150 convicts.¹

¹ “Penitentiary system of the Ministry of Justice of the Republic of Armenia in 2008”, Report, Public Monitoring Group carrying out supervision in the penitentiary institutions and bodies of the Ministry of Justice of the Republic of Armenia. http://www.hra.am/i/up/PMG_Report_2008_arm.pdf

While carrying out the Research, 32 juveniles were kept in “Abovyan” PI, 16 of them having the status of remand prisoners, 16 of them — convicts.

PI PERSONNEL: REGULATORY LEGAL BASES FOR THE ACTIVITIES AND THE HUMAN RESOURCE MANAGEMENT OF THE ORGANIZATION

PI activities are regulated by the Criminal Code, the Law on the Penitentiary Service, internal regulations, as well as decisions and orders envisaged for the Social, Psychological and Legal Division. In addition, the interviewed persons stated that they were also guided by the Decision of the Minister of Justice of the RA N 44-N of 30 May 2008 and the guidelines provided by the CSI.

The employees of the Social and Psychological Service use, during their work, collective register, individual register (for remand prisoners and convicts, separately), as well as they are guided by the methods and tests referred to in the Order of the PI of the RA MoJ N44-N for psychologists and social workers.

Pedagogical personnel use registers, curricula and educational programmes, Statute, “Information Journal” of the Ministry of Science and Education of the RA, “Pedagogy” magazine and various educational manuals.

“Abovyan” PI has 158 employees, while the officership comprises 44 persons. The mentioned data differ from the staff list envisaged by the full staff list; the current number of employees is less than it is envisaged. The full staff list envisages the total of 169 employees, and the officership full staff list — 51 employees (see Annex 1). As a result, during the Research there were 9 vacant positions in “Abovyan” PI (see Annex 2), including Protection Division (PD), On-duty group (ODG), Personnel Service Group (PSG), Task Force Group (TFG) and Security Division (SD) comprise one vacant position each, Social, Psychological and Legal Activities Division (SPLAD) — 2 vacant positions, Procurement Division (PD) — 2 vacant positions. It is worth mentioning that there are vacancies in very important positions from

the point of view of the PI operation, i.e. the Head of PSG and Head of TFG, PD driver and chief of canteen.

Medical Care division (MCD), Remand Prisoners and Convicts Registration Group (RPCRG), General Activities Group (GAG) and Accounting Group (AG) are fully staffed.

Although the “Abovyan” PI staff number is sufficient, there is a need for recruiting professionally educated and experienced employees. In the opinion of the interviewed persons, sometimes “laymen” are involved in the PI activities, sometimes — persons used to work in other PIs, who treat the juveniles the same way as they used to with adult inmates. Therefore, taking into account the aforementioned differences, it is necessary that the employees involved in the works with the juveniles undergo special training, periodically participate in training courses to master, with ease, the obvious differences and peculiarities in the work activities and to overcome further hindrances.

The members of the PI Social, Psychological and Legal Activities Division stressed the importance of adding one more position of a psychologist and a head of the group, since one psychologist cannot fully work both with women, and the juvenile remand prisoners kept in the isolator and the juvenile convicts.

The following issues identified during this Research largely clarify the situation with the personnel availability. These are:

- insufficient social security conditions for the employees;
- work overload;
- low salary;
- PI housing conditions and utilities;
- insufficient working conditions. The office furniture in the rooms dates back to more than 20 years. The social worker’s, psychologist’s and lawyer’s rooms have recently been repaired, but are not furnished and are not heated.

In order to ensure the PI operation and solve the current issues, some of the PI staff members try to settle for modest material and professional resources during their professional activities, sometimes

they use personal means to fulfil the work duties in due manner (operation of personal car or performing official duties beyond the working hours).

TRAINING COURSES FOR THE EMPLOYEES

PI staff members undergo training courses every three years, as penitentiary officials.

The Law Institute of the Ministry of Justice of the RA regularly organises training courses for the PI employees.

Administrative staff underwent trainings in 2006 and 2009 in the Law Institute of the Ministry of Justice of the RA.

The latest training courses, entitled “Organisation of social and psychological and legal activities and examination of the actions”, organised by the Law Institute of the Ministry of Justice of the RA for the employees of the Social, Psychological and Legal Activities Division, were held in 2011. It should be noted that the employees of this Division has undergone various training courses upon personal initiative and through own resources (for example, lecture on convicts, series of trainings organised in the “Psychological and analytic association”, etc.).

The pedagogues of the school operating within the PI undergo training courses by the Ministry of Education and Science of the RA. The latest training courses were organised in 2009, during which the pedagogues were introduced new curricula and new teaching methods.

Every Tuesday, upon the assignment of the Penitentiary Department, special two-hour (from 10.00 to 12.00) courses are organised for the staff in “Abovyan” PI, on the topics prepared by relevant specialists. These courses enable to discuss together the current issues, as well as promote the integration of new employees in the work activities.

Although nearly all the PI professional staff undergo training courses,² all the interviewed persons have raised the issue of the importance of training courses. Very often they do not provide rather deep and highly specialized knowledge and clear cut methodology for the work, and sometimes they do not relate to the professional interests of the trainees at all. For example, the pedagogues underwent training on the topic entitled “Survey on trafficking” in 2011.

SOCIAL AND PSYCHOLOGICAL SERVICE ACTIVITIES

The employees of the PI Social and Psychological Service work with 3 precincts: women, juveniles and the isolator.

While performing his/her official duties, the social worker pays particular attention to the development of the conduct, hygiene, maintenance of relations with the family and re-integration in the society.

The professional activities of the social worker also comprise the cooperation with the police, for the purpose of clarifying and collecting information on the juvenile’s relatives, the collection of information on the place of residence of the juvenile, as well as the cooperation with the territorial employment centres, for the purpose of being informed on the possibility for the juvenile to work in the future; interns are also involved in the above-mentioned works.

Thus, the duties of the social worker include:

- individual work with the juveniles;
- team work with the juveniles;
- settling registration and pension related issues;
- registration of the juveniles’ phone calls;
- keeping in contact with orphanages;

² For example, the courses entitled “Protection of children from violence” were held for the juvenile convicts and the PI staff in March-April 2011. The courses were organised by the office of the Save the Children Armenia Country Office, within the framework of the programme “Unite for children, save futures”.

- works with the guardianship and curatorship commissions of the self-government bodies;
- cooperation with the police;
- cooperation with the CSARA divisions;
- organisation of events.

The social worker needs a separate room and accessories for organization of team activities.

The social worker has also pointed out the issue of document circulation with different institutions both within the system and beyond it; responses to necessary letters and enquiries last, as a rule, sometimes for more than one month.

Official duties of the psychologist include psychological assistance. In several cases, when there is a problem, the juveniles address the psychologist in person or through the motion of other employees, though the psychologist works with them from the outset. The psychologist is the direct organiser and performer of the psychological activities, and he/she works pursuant to the programme and regulation, by carrying individual work through frank conversations.

However, it is difficult for the psychologist to work on his own; he/she cannot carry out effective and meaningful work with all inmates. The work is very stressful. Moreover, in the psychologist's opinion, the imprisoned persons sometimes avoid applying for the psychologist's services.

The main issue of the professional activities of the psychologist is the absence of supervision³, which is a paid service, and the employee is not provided with financial means to make use of it, but upon his/her initiative and with own means, the psychologist participates in different courses, including professional courses organised by the Department. In this respect, the PI psychologist finds that the solution of the problem lies in the cooperation with non-governmental organisations carrying out free of charge supervision. The psychologist states that for the

³ Supervision is a cooperation process of two specialists, one of whom is more experienced and helps the other to analyze and improve his activities in the confidential manner.

purpose of properly organising the work with the juveniles, he/she also needs psychiatric knowledge.

According to the specialists, there is a need to add one position of a social worker and a psychologist in this Division.

Pursuant to the Head of the PI, the PI needs computers and printing equipment, as well as social, psychological and legal literature, in order to organise the work properly. Some specialists buy professional literature with their own means.

During the interview, the Head of the PI Social, Psychological and Legal Division stressed the importance of spacious working rooms. For the organisation of the activities of the Division, there are two books of “Life experience”, personal manuals, books provided by the Department, but there is a need for special accessories, didactic materials (mirrors, sand for therapy, putty) and furniture, as well as electronic equipment (TV set, video recorder, films, tape recorder). The specialists are also in need of methodology for collective activities.

PROVIDING SECONDARY AND VOCATIONAL EDUCATION

The staff of the school operating within “Abovyan” PI comprises 15 employees: director, deputy director, 4 foremen of vocational training, 7 pedagogues teaching the Armenian language and literature, the Russian language and literature, algebra, geometry, chemistry, biology, physics, geography, history, law, information studies, elementary military training and physical education. Two of the teachers teach 3 subjects each, one of them teaches elementary military training, geography and physical education, and the other — history, law and information studies.

Two rooms of one of the PI buildings are used as a classroom. The floor of the rooms is 15 sq. m. for 11 children.⁴ The classrooms are grouped; each group comprises 3 classrooms, 7th, 8th and 9th

⁴ During the visit, three pupils were sitting around one table, due to absence of vacant seats.

grades are involved in one group, 10th, 11th and 12th grades — in another group, and this impedes the effective organisation of the learning process, and also the ensuring of learning performance of the children. Additional issue for the organisation of the teaching process is that some children are illiterate, and the teachers have to teach them the letters; there are children with different level of knowledge, and assignments are given to them according to their abilities. As a result, it is not possible to form groups of the children in order to organize efficient teaching process.

Relevant positions are not envisaged for the organisation of the learning process for juvenile remand prisoners. The learning process is organised by the teachers working in the convicts' zone, on a voluntary basis, which does not allow having a clear-cut schedule of the courses and provide full teaching. That is why the teachers' rights are also violated. With this regard, MES has given the following response to the CSI request:

“In accordance with Article 25 of the Law of the Republic of Armenia “On keeping arrested persons and remand prisoners” and Chapter 12 of the Internal Regulation “On the places for keeping remand prisoners and correction institutions of the penitentiary service of the Ministry of Justice of the Republic of Armenia, the general education, primary vocational (handicraft), middle level vocational education shall be organised through State funds by the administration of the places for keeping remand prisoners and the correction institution”.

It is expedient to discuss the organisation of education of the juveniles, involved in the process of preliminary investigation, within the framework of the “Procedure for organising the individual teaching process of learners”, which is currently under elaboration.

The classes in the school begin at 9.00; allocation of classes takes place, after which the teachers either go to the isolator for teaching the juvenile remand prisoners or stay in the school. The pedagogues gather to decide which teacher where will go, since there is not a clear-cut schedule for the pupils in the isolator.

The issue of providing the juveniles kept in the PI with books and stationery is not solved either. According to the deputy director of

the school-college, there is a need for new books; but 30000 AMD is annually allocated for the stationery provided to the children. However, different organisations such as “Red Cross”, PI Department, Arts College, individual benefactors, and even women convicts provide stationery from time to time.

The school faces the following housing and utilities related problems:

- the school is not heated;
- the sanitary facilities of the school need capital repair;
- there is no running water;
- there is no place for the furniture provided for the laboratory.

During the interview, the deputy director of the school-college noted that there were self development plans, work plan and methodical manuals for the professional activities, and the works were carried out in accordance with the curricula envisaged for general education schools; though the Institution has a status of special school, there are not any specific curricula. As a result of the aforementioned:

- there is a need for the exchange of experience for pedagogues;
- there is a necessity to organise open classes, even through television;
- there are opportunities for keeping in contact with general education schools;
- there is a need for courses on human rights and responsibilities;
- there is a necessity for organising courses on ethics and aesthetics;
- the pedagogues have also stressed that though they have a status of a special school, they are not provided with special work conditions, regulations, guidelines, methodology, etc.;
- there is a need for elaborating a specific teaching methodology and special curricula (for example, the children associate the word “examination” (in the meaning of school exams) with criminal examination, as a result of which the children feel

constrained and comprehend the teaching process with difficulty).

- The fact that the juveniles avoid receiving compulsory learning in the PI is of particular concern. Some of the pedagogues interviewed have noted that those juveniles attend the classes who wish to do it; the PI employees try to promote the attendance of the juveniles at the classes, but they “cannot force them to do so”. The PI employees try to encourage the participation of the juveniles in educational programmes, using different ways of sparking their interest. Incentives (granting certificate of honour, which is organised on 1 June), the interesting nature and vocational orientation of the courses promote to sparking their interest. For example, “Competition for writing a composition” was held, as a result of which 3 persons were granted a certificate of honour, or the organisation of the “Farewell Bell” event.

When leaving the school, the children are granted matriculation certificate (school certificate) where there is an indication that the child has left special school.

As to the number of the pedagogues working in the school-college, it is sufficient, pursuant to specialists.

A creative centre for juvenile offenders operates within the PI territory. In the Centre, 4 teachers teach the following subjects: painting, graphic drawing, history of arts, pottery, wood engraving, pottery technology, wood processing technology, moulder work.

Previously, the classes were organised on a daily basis, except for Saturdays and Sundays. And nowadays due to insufficient financial resources the centre operates only two days per week. For the last 10 years, special clubs for painting, theatre, national song and dance, computer learning have operated for different periods; the “Page” journal has been published.⁵ The poem “David of Sassoun” has been staged by the juvenile convicts at the “Hamazgajin” [National] theatre and has been awarded several prizes. Currently, due to the

⁵ These activities were organised by the “Trtu” NGO, on the basis of which the “Special creative school for juvenile offenders” SNCO was established in 2007 by the Government Decision; the Centre operates since now.

lack of financial means, only the clubs for pottery and wood engraving operate, though the clubs for carpet making, national song and dance, theatre, computer design, painting should have operated, as well as a newspaper should have been published, according to the Statute. And what is more important, pursuant to the Statute of the SNCO, the listed specialities should also be envisaged for the juvenile offenders kept outside the penitentiary institution, under the supervision of the police and under the supervision of the Division for carrying out Alternative Services of the Ministry of Justice.

Except for the amount provided as a salary (32000 AMD for one position), no other allocations to the centre are provided by the State. Stationery, gouache, water colours, Whatman paper, glaze, paint brush, wood, clay are bought through withdrawals from the employees' salaries.

According to Temik Khalapyan, the director of the Centre, there are no working conditions for carrying out the work properly, the space is not sufficient, it is damp, the classrooms are not heated, etc.

In addition, there is a need for recruiting foremen (wood-working, the art of service, hairdressing, or other modern speciality), as well as specialists teaching literacy, for providing the juveniles with the opportunity to find work and/or occupation when returning to the society. Though participation in the clubs is on a voluntary basis, they should be thoroughly reviewed, since, as a result, they do not provide with a handicraft for which there is a demand by the market. Therefore, the organisation in the PI of the clubs directed to the teaching of applicable and modern vocations, such as hairdressing, tailoring, computer programming, the art of dance, ethics and aesthetics, hygiene and health care courses, courses on construction works, motor vehicle mechanic, would be more effective.

In 2010, the "Future is Yours" NGO organised, with the support of the OSCE Yerevan Office and in cooperation with the PI Department, training courses on ethics, professional orientation, human rights and cameraman skills.

The issue of continuous education of the juveniles is of concern as well. Proposals have been made for creating opportunities to cooperate with the state higher education institutions, as well as to solve the issue of the tuition fees⁶.

According to the PI staff members, there are specific peculiarities in organising the education of the juvenile remand prisoners, as compared to that of the juvenile convicts, in particular, the juvenile remand prisoners participate only in general education courses. Remand prisoners do not use computers placed in the relevant room of the school, do not participate in handicraft clubs.

SATISFACTION OF THE SPIRITUAL NEEDS OF THE JUVENILES

Both the juvenile remand prisoners and juvenile convicts have the opportunity to communicate with the priest of the division of the Armenian Apostolic Church working with the PI. If the juvenile wishes to meet the priest, the PI employee can call and invite the priest; some of them communicate in private, some of them – within the group, and some of them wish to study the Bible more deeply.

The priest and the deacon, who visit “Abovyan” PI, serve in the division of the Armenian Apostolic Church working with the PI. They work with all the PIs; they have a clear-cut schedule only for “Sevan” PI, and they visit the remaining PIs once in two weeks, in a shifting schedule. They stay in the PI from 11.00 to 17.00-18.00. The deacon carries out individual and group activities with the juveniles, reading of the “Holy Book”, commenting and trainings. Where necessary, baptism, incense burning and candle lighting ceremonies, as well as Easter rituals are held in the PI.

The deacon also organises discussions with the imprisoned juveniles who are followers of other beliefs, in particular with the members of the “Jehovah’s Witnesses” organisation.

⁶ It is worth mentioning that one of the juveniles has entered the “Mashtots University”; admission has been held for that purpose, and the lecturers have visited the PI to conduct the examination.

Usually, it is announced in the PI that the priest has arrived, and those who wish, meet him. The deacon meets the juveniles in cells; where there is a need for private conversation, the meeting is held in the visiting room. A separate room for the deacon is not envisaged, and a chapel or church has not been built in “Abovyan” PI since now; there is no opportunity for serving a liturgy. There is a cross stone in the PI territory; and it is possible to carry out candle lighting near it.

It should be noted that the PI deacon, while speaking about the issues emerging during the professional activities, has mentioned, in particular, that the PI staff members are also in need for communicating with a churchman, and the time period given to the imprisoned persons and the number of visits are very few, due to insufficient resources of the Church. In addition to the aforementioned, due to shortage of financial means, it is not possible to provide all the imprisoned persons with the Bible.

The deacon has also touched upon the issue of human resources, which is due to lack of willingness to work in the PI. According to the deacon, there is a necessity to organise meetings with juveniles, in the form of a training course, more often — twice a month.

INVOLVEMENT OF THE JUVENILES IN “ABOVYAN” PI ACTIVITIES

While considering, during the Research, the opportunities and principles for involving the juveniles in different activities, obvious differences have been identified with regard to the involvement of juvenile remand prisoners and juvenile convicts in the activities. The remand prisoners do not take part in any activities, while two convicts were participating in an engineering and technical maintenance activities, during the Research period, for which they received remuneration. The others took part in a public benefit activities; repairing the Institution, ensuring the cleanliness, planting, repairing their rooms, organising concerts — on holidays, cleaning snow — in winter.

ORGANISATION OF THE LEISURE TIME AND REST FOR THE JUVENILES AND OPPORTUNITIES FOR ENGAGING IN SPORT ACTIVITIES

Organisation of the leisure time and rest for the juveniles is an essential component of the PI activities. According to the Research findings, several events are undertaken with this respect, which differ for the remand prisoners and convicts.

Opportunities of the remand prisoners for the leisure time and rest are limited, since the latter are not allowed leaving their cells. They watch TV in the cells, may read literature through requesting a book from the classroom. The remand prisoners are permitted to use only fitness equipment, since they are in a closed regime.

It should be mentioned that though there is a sport club attached to the Institution, they play games in the yard, whereas it is impossible to organise similar events and involve them in sports activities in winter, due to cold weather and absence of necessary conditions (heating).

The necessary equipment for sports events (fitness equipment, sportswear, balls, tennis ball, racket, volleyball net, checks) are provided by the PI Department, several organisations and institutions — NGOs, foundations (Assistance to Convicts), international organisations (OSCE, UNICEF), Department for Education, Culture, Health, Sport and Environmental issues of Abovyan city administration, as well as individual benefactors.

Every year in June, the Ministry of Sport and Youth Affairs of the RA organises 5-day competitions in 9 types of sport: arm wrestling, high jump, cross 100m, jump, tennis, chess, volleyball, checks and basketball; and certificate of honours are granted at the end of the competitions.

The latest volleyball competition among the juveniles was organised in March 2012. It is envisaged to organise sport Olympiads and events (tennis and football competition) with the participation of juveniles and the PI staff members.

As to the library of “Abovyan” PI, there are approximately 8 000 books. Mainly textbooks are kept in the library of the school-college.

There are about 5 000 books in the library of the club, 2 500 books — in women’s precinct, 500 books — in the isolator. It is worth mentioning that all the books are under continuous circulation. There is a need for new books, in particular, for secondary school books, as well as adventure literature.⁷

The convicts and remand prisoners have equal access to the library. However, according to the PI staff members, 4 of the 10 juveniles read books.

Since 2010, the OSCE Yerevan Office supports the subscription of several newspapers for the women and juveniles kept in “Abovyan” PI.

Previously pets were kept within the territory of the PI, which was a very effective method, according to the international practice with respect to the works with juveniles, from the point of view of education of the juveniles. However currently the number of the animals is limited to one lama and several geese. The PI does not have sufficient means to increase the number of pets and to develop works in this respect.

CORRECTION OF JUVENILES

According to the interviews, the most essential task of the PI is the correction of juveniles. The given task consists of the following components:

- daily activities carried out by each specialist with juveniles aimed at correction;
- optimal organisation of the process of training and education of the juveniles;
- correct organisation of daily life of the juveniles;
- settlement of social issues of the juveniles;

⁷ During recent years, several local and international organisations, including the OSCE and CSI have presented books to the library of “Abovyan” PI <http://hra.am/hy/announcements/2009/05/21/prisonbooks>. On 18 February 2012, the “Ashot Navasardyan” secondary school donated 200 books (in the Armenian and Russian languages) to the PI.

- settlement of psychological issues of the juveniles;
- settlement of healthcare issues of the juveniles;
- settlement of legal issues of the juveniles;
- speech, admonition and guidance of the PI employee/ specialist.

In correction process, it should be taken into account that as regards the juvenile issues and their manifestations may vary; they come to prison from the isolator with certain “achievements” (value system, education, respect).

Internal regulations should be introduced to the juvenile remand prisoners and they should be supported for getting integrated in the PI life, in particular with the daily routine (see Annex 3).

The following stages shall be differentiated in individual psychological activities with the juvenile convicts and remand prisoners:

- the period of being in quarantine with remand prisoners, that lasts 1 to 7 days; in this period 3 different specialists work with the juvenile remand prisoner: the psychologist, social worker and the lawyer; afterwards they are introduced with the activities carried out with them and are provided with information;
- current or trial stage;
- final stage.

It should be noted that the same stages apply to the juvenile convicts, except for the quarantine period. In the psychologist’s opinion, it easier to work with the latter than with the juvenile remand prisoners kept in the isolator, and this is due to their psychological condition.

It is notable that various specialists, when addressing the question from their professional point of view, present various positions; for example, the employees of the PI school have stated that it is easier to work with the juvenile remand prisoners, as they are more willing to participate in the lessons, and they look forward to meeting the teachers, and this is conditioned with the additional opportunity for leaving the cell.

The PI deacon has also expressed the same viewpoint, by substantiating that communication in the isolator is more sincere, since the meetings are organised in the cell.

In the opinion of the employees of the Social, Psychological and Legal Activities Division, the word “correction” is a serious obstacle in itself; many juveniles are induced to commit crime due to their socially disadvantaged situation, unfavourable family conditions. In order to ensure correction, first of all, engagement of the juveniles in various activities should be ensured. Specialists deeply believe that an essential pre-condition for correction is the availability of rehabilitation establishment: “juveniles may be corrected if the title of the Institution is changed, so as the attitude of the juveniles towards this Institution is changed, otherwise if prison, then prison relationships”.

However, the following factors promote the correction of the juveniles in the PI:

- opportunities for engagement of a juvenile in activities, their work, creative activities;
- training and education;
- feeling of usefulness;
- accomplishment of relevant works by each specialist;
- individual approach;
- improvement of the conditions of the environment;
- organisation of mass cultural events;
- faith, love and forgiveness.

According to the Deputy Head of “Abovyan” PI, there is no methodology for juvenile correction; in their activities different specialists use such methods that somehow promote the correction of the juveniles.

As to the factors impeding the correction of the juveniles, they are the following:

- criminal inclination;
- formation of a criminal (“thieves”) subculture;
- disappointment;

- false perception and rejection by the society;
- social conditions, in particular the absence of work and occupation;
- indifference towards juveniles.

The deputy director of the PI school has especially emphasised the necessity of prevention of criminal acts by the juveniles as early as at the general education school: “in the course of teaching, the pedagogues having noticed a troublesome child, should treat them so that such juveniles do not engage in criminal activities, in this way preventing them from appearing in the PI; they should inform them about the conditions of the PI, introduce the possible issues and interpret the concept of “imprisonment” ”.

During the Research, the specialists have made the following recommendations after studying the possibilities of ensuring a higher level juvenile correction:

- the availability of juvenile rehabilitation centres certainly promotes the ensuring of the continuous nature of correction activities, but the interviewed persons are concerned about the fact that rehabilitation centres serve only the juveniles, and those released from the PI are often adults, and the rehabilitation centres may not serve them;
- there is a need for service for integration in the society;
- providing short-term leaves or establishing an open regime for the purpose of preparation for re-integration;
- organising new training courses for the juveniles;
- keeping the juvenile having committed a crime before 18 years old in the same PI until attaining the age of 21;
- organising more visits, communication with relatives;
- formation and strengthening of the feeling of being loved, respected and useful;
- presence of highly qualified specialists in the PI;
- providing for certain privileges for conditional early release, taking into account the fact that they are juveniles;

- providing activities aimed at raising their interest and encouraging them;
- creating conditions necessary for sport and engagement;
- increasing the frequency of cultural events;
- improving the quality of healthcare services;
- forgiveness;
- refurbished dormitories;
- improvement of household conditions;
- faith and prayer.

In fact, fulfilment of all these recommendations also requires training of an appropriate administrative staff and engagement of resources. The existing issues may be addressed step by step through development and introduction of financial and programme-based solutions.

PREPARATION ACTIVITIES CARRIED OUT FOR RELEASING THE JUVENILE FROM THE PI

Pursuant to the Research findings, explicit activities are directed to the process of supervision over the condition of the life activities of the juveniles, in particular the study of living conditions. Initially three months before release of the juvenile, an enquiry should be made to the territorial unit of the police, and where as a result of which it becomes clear that the juvenile has no family, the officer of the appropriate division of the PI should cooperate with the relevant SGB (Mayor's office, village administration), and in certain cases — should immediately communicate with the relatives and friends.

After the release of the juveniles, no supervision is exercised by the PI, as it is not included within the scope of the PI tasks. The organisation of enrolment process of the juveniles after release in secondary and vocational (professional) education institutions is not included within the scope of the PI tasks.

After the release, obtaining information relating to further developments of the life of the juveniles and, furthermore, exercising supervision over the juvenile is not included within the scope of the PI tasks. Certain form of supervision may be exercised by ASED which, however, does not deal with the employment or continuous education of the juvenile.

The following activities are carried out by the PI with a view to maintaining the relations between the juveniles and their family members:

- establishing relations with the family members through phone calls;
- organising visits;
- individual conversations with parents;
- consultation.

PI staff give importance to the fact that the problem of keeping the juveniles away from communication with adult convicts, in order to prevent negative impact, so that the adults will not inject “criminal culture” in juveniles, which will support the prevention of their appearing in the PI. “For example, a juvenile has received a “notification” to go to the [adults’ PI] prison, and upon his request he has been transferred to the [adults’] prison where two months later he has committed a suicide”.

CONCLUSION

“Abovyan” PI is envisaged for keeping women and juvenile remand prisoners and convicts.

During this Research period, “Abovyan” PI had 158 employees, there were 9 vacant positions. Not only the problem of vacant positions, which refers to the PI personnel issues, but also the shortage of qualified specialists are of concern. In particular, there is a necessity

to review the positions in the Social and Psychological Service, it is difficult for one psychologist to work with both women and juveniles.

Insufficient level of the PI personnel availability is due to the following fundamental issues:

- insufficient social security conditions for the employees;
- work overload;
- low salary;
- insufficient housing conditions and utilities;
- insufficient working conditions.
- The PI staff members regularly undergo training courses. But the latter do not provide with deep and highly specialized knowledge and methodology for the works with the juveniles.

The republican school, operating within “Abovyan” PI, has 15 employees. Every teacher has to teach several subjects simultaneously. For example, the same teacher teaches history, law and computer science. The classes are grouped, which impedes the organisation and effectiveness of the learning process. The learning process is not structured clearly. The issue of provision of the textbooks and stationary is also not solved.

The school faces the following housing and utilities related problems:

- the school is not heated;
- the sanitary facilities of the school needs capital repair;
- there is no running water;
- there is no place for the furniture provided for the laboratory.

The fact that the juveniles try to avoid compulsory learning in the PI is of great concern. Some of the pedagogues interviewed have mentioned that those juveniles attend classes, who wish to do it; the PI staff members try to promote the participation of the juveniles in the classes, but according to them “they cannot force them”.

When leaving the school, the children are granted school certificate which does not, in any way, differ from the school certificate granted in ordinary general education schools.

A creative centre for juvenile offenders operates within the PI territory. There are no working conditions for organising the work properly, the space is not sufficient, there are also problems with the heating. As compared to the juvenile convicts, the juvenile remand prisoners only participate in general education courses, they do not take part in handicraft clubs.

Both the juvenile remand prisoners and juvenile convicts have the opportunity to communicate with the priest of the division of the Armenian Apostolic Church working with the PI. The deacon visits “Abovyan” PI once in two weeks. A separate room for the deacon is not envisaged, and a chapel or church has not been built in “Abovyan” PI yet.

The juvenile remand prisoners kept in “Abovyan” PI do not take part in any activities. Some of the convicts participate in engineering and technical maintenance activities, for which they receive remuneration. The others are participating in public benefit activities; repairing the Institution, ensuring the cleanliness, planting, repairing their rooms, organising concerts — on holidays, cleaning snow — in winter. According to the PI staff, all the convicts are involved in any activities on their own accord and according to their skills. But this approach bears the risks of ill-treatment and pressure upon the juveniles. However the existence of such mechanism requires special supervision to exclude ill-treatment and pressure towards juveniles.

Opportunities of the remand prisoners for the leisure time and rest are limited.

There is a sport club attached to the Institution, however, they play games in the yard, and it is impossible to organise similar events in winter, due to cold weather and absence of necessary conditions (heating). The most essential task of the PI is the correction of the juveniles.

According to the Deputy Head of “Abovyan” PI, however, there is no methodology for juvenile correction.

Explicit activities are directed to the process of supervision over the condition of the life activities of the juveniles after their release, in particular to the study of living conditions. After the release of the

juveniles, however, no supervision is exercised by the PI, since it is not included within the scope of the PI tasks.

RECOMMENDATIONS

The findings of the Research carried out in “Abovyan” PI have led to the following recommendations the implementation of which will contribute to the improvement of the conditions for keeping, treating, education and correction of the juveniles in the PI.

- In particular, the following actions should be carried out aimed at ensuring the staffing level:
 - to review the staff lists, increasing the number of certain specialists, including psychologists and a specialist dealing with sport activities of the juveniles;
 - to improve the social and working conditions of the PI employees;
 - to regularly undertake measures aimed at filling in the vacant positions;
 - to carry out regular training courses for the specialists working with the juveniles, ensuring the relevance and applied significance of the topics;
 - to carry out professional needs assessment of the employees, while elaborating training courses and agenda;
 - to provide the social workers and psychologists with the opportunity for professional supervision.
- For the purpose of ensuring the right of the juveniles — kept in the PI — to education, it is necessary:
 - to ensure the involvement of all the juveniles in the secondary education;
 - to ensure the active involvement of the juveniles in education processes, envisaging incentive measures. For example, to fix it as a criterion for conditional early release;

- to solve and arrange the issues on providing the juveniles in the places for keeping remand prisoners with education, to elaborate a syllabus, to ensure the remuneration of the specialists and the learning conditions;
 - to enhance the level of education;
 - to ensure the material and technical facilities for the organisation of education;
 - to improve the PI housing conditions and utilities;
 - to organise special training courses for the pedagogues working with the imprisoned juveniles;
 - not to indicate the expression "special school" in the school certificate granted to the juveniles.
- For the purpose of ensuring the right of the juveniles — kept in the PI — to vocational education, it is necessary:
 - to ensure the teaching of applied professions and handicrafts for which there is a demand in the labour market, such as hairdressing, tailoring, culinary arts, computer programming, engineering, motor vehicle mechanic, driving skills;
 - to ensure state care for the Creative Centre.
- For the correct and effective organisation of the leisure and rest time of the juveniles in the PI, it is necessary:
 - to ensure the effective use of the opportunities for engaging in sport activities (fitness equipment, gym hall);
 - to increase the frequency of sport competitions;
 - to provide the juvenile remand prisoners with the opportunity to engage in outdoor sport activities;
 - to provide the juveniles with the opportunity to use a bathroom after sport exercises;
 - to elaborate a cultural events programme and control the regular implementation thereof;
 - to solve the issue of participation of the remand prisoners in cultural events;

- to update and increase the number of books in the library, paying attention to the acquisition of the books contributing to the formation of the value system.
- Serious steps should be taken aimed at increasing the effectiveness of the works on the correction of the juveniles. In particular, it is necessary:
 - to promote the effective cooperation between the social worker and governmental and non governmental institutions;
 - to elaborate a methodology for the correction of juveniles, through the activities aimed at developing the juveniles' conduct, supervision and skills, as well as by ensuring a relevant psychological intervention;
 - to change the colour design of the uniform of the juveniles, taking into account the juvenile's wishes and psychological approaches, or to allow the juveniles wearing a civilian clothing.
- Ensuring of preparatory works for release from the PI, in particular:
 - maintaining links, through the PI Social and Psychological Service, between the juveniles and the community rehabilitation centres;
 - involving the representatives of children's rights divisions of the regional governments [marzpetarans] and community guardianship and curatorship commissions in the preparatory works for release of the juveniles, stressing the importance of solving the issues relating to the continuation of the education of the children and their employment.

ANNEXES

ANNEX 1. STAFF LIST OF “ABOVYAN” PENITENTIARY INSTITUTION

Service and position name	Number of positions	Position code	Type of staff position		
			Penitentiary officer	Civil special servant	Hired worker
Head			1		
Deputy Head			3		
Total	4		4	-	-
Specialist of the 2nd category		04-z-4.2-8		1	
Total	1		-	1	-
Principal specialist (investigator)			1		
Total	1		1	-	-
HUMAN RESOURCES TEAM					
Team leader			1		
Leading specialist			1		
Total	2		2	-	-
DUTY TEAM					
Duty officer			4		
Specialists of the 1st category			12		
Total	16		16	-	-

PSYCHO-SOCIAL AND LEGAL ISSUES UNIT					
Head			1		
Principal specialist (lawyer)			1		
Principal specialist (psychologist)		04-2-2.3-29		1	
Principal specialist (social worker)			1		
Leading specialist			3		
Total	7		6	1	-
MEDICAL SERVICE UNIT					
Head			1		
Principal specialist			1		
Specialist of the 3rd category			4		
Medical practitioner					1
Total	7		6	-	1
DETAINEES AND CONVICTS REGISTRATION TEAM					
Team leader			1		
Principal specialist			1		
Total	2		2	-	-
GENERAL ISSUES TEAM					
Team leader		04-2-2.3-16		1	
Specialist of the 2nd category		04-2-4.2-34		1	
Total	2		-	2	-
LOGISTICS TEAM					
Head			1		

Principal specialist			1		
Leading specialist			1		
Junior specialist (warehouse manager)			1		
Junior specialist (canteen manager)			1		
Junior specialist (delivery-cab assistant)			1		
Junior specialist (electrician)			1		
Junior specialist (driver)			3		
Junior specialist (Bath- laundry manager)			1		
Plumber					1
Total	12		11	-	1
OPERATIVE GROUP					
Team leader			1		
Principal specialist			1		
Total	2		2	-	-
SECURITY UNIT					
Head			1		
Principal specialist			2		
Specialist of the 1st category			1		
Specialist of the 2nd category			7		
Specialist of the 3rd category			16		
Junior specialist			39		
Total	66		66	-	-
PROTECTION UNIT					
Head			1		

Principal specialist			1		
Leading specialist			4		
Specialist of the 2nd category			8		
Specialist of the 3rd category			9		
Junior specialist			22		
Total	45		45	-	-
ACCOUNTING GROUP					
Team leader		04-2-2.3-4		1	
Specialist of the 2nd category		04-2-4.2-15		1	
Total	2		-	2	-
TOTAL	169		161	6	2

ANNEX 2. "ABOVYAN" PENITENTIARY INSTITUTION STAFF VACANCIES

No	Position name		Quantity
1	PSYCHO-SOCIAL AND LEGAL ISSUES UNIT	Leading specialist	2 positons
2	DUTY TEAM	Specialist of the 1st category	1 position
3	HUMAN RESOURCES TEAM	Head	1 position
4	OPERATIVE GROUP	Head	1 position
5	SECURITY UNIT	Specialist of the 1st category	1 position,
6	PROTECTION UNIT	Leading specialist	1 position
7	LOGISTICS TEAM	Junior specialist (driver)	1 position
8	LOGISTICS TEAM	Junior specialist (canteen manager)	1 position

ANNEX 3. DAILY SCHEDULE OF ACTIVITIES (SPRING-SUMMER) AT THE JUVENILE SECTION OF “ABOVYAN” PENITENTIARY INSTITUTION

No	Activities	Start	End
1	Wake-up	7:00	7:10
2	Doing the beds	7:10	7:20
3	Physical Exercises	7:20	7:35
4	Sanitation	7:35	8:00
5	Morning registration	8:00	8:10
6	Breakfast	8:10	9:10
7	Job distribution	9:10	9:30
8	Secondary school classes	9:30	14:00
9	Day Check	14:00	14:10
10	Lunch	14:10	15:10
11	Job distribution	15:10	15:30
12	Culture events, work time, organization of community work, social, psychological and legal activities	15:30	18:35
13	Evening dressing	18:35	19:00
14	Evening check	19:00	19:10
15	Dinner	19:10	20:10
16	Rest	20:10	21:10
17	Evening registration	21:10	21:20
18	Personal time	21:20	22:40
19	Night check	22:40	22:50
20	Pre-bed activities	22:50	23:00
21	End of the day, night sleep	23:00	