



IRRA
INTERNATIONAL
Refugee Rights Association
Uluslararası Mülteci Hakları Derneği



Funded by
the European Union

ADAM & EVE GUIDE TO PRISONERS' RIGHTS JUSTICE

A Basic Information Guide for
Families of Foreign Prisoners



Accurate information is the
first step to accessing your
rights



Welcome



Learning that your relative is in a correctional facility (prison) in Türkiye can be challenging, especially if you live in another country or are unfamiliar with the Turkish correctional system (prison system)

“

This guide was prepared to provide clear and accessible answers to these questions.

We are here to help you access reliable information and guide you through every step of this journey.



KEY TOPICS FOR FAMILIES



VISITS & COMMUNICATION

Visits, phone calls, and letter delivery processes.



SENDING MONEY

Money deposit methods and key considerations



HEALTHCARE SERVICES

Tracking Health Status & Getting Updates



NUTRITION & COMMISARY

Food services and canteen guidelines.



RIGHTS & PROCEDURES

Disciplinary measures, transfer to open prisons, and other procedures.



EDUCATION & ACTIVITIES

Educational, social and cultural activities.



Important Information

Since each facility may have different rules, we strongly recommend consulting the institution before taking any steps.

Since rules and procedures can change over time, we encourage you to verify details through official channels.

This guide does not replace official institutions, it serves as a practical roadmap to help you find the right point of contact.

HOW TO USE THIS GUIDE?

This guide was prepared to help you better understand the procedures regarding the correctional facility(prison) where your relative is located and to take the right steps.

Following these steps will help you access your rights and navigate processes with ease.



IMPORTANT

- Practices may vary across different correctional facilities (prison).
- Getting information beforehand helps avoid delays and complications.
- Following rules and procedures helps everything run smoothly.

01



KNOW YOUR RIGHTS & PROCEDURES

Learn from this guide **what rights you have and what procedures you can carry out** regarding topics such as visits, communication, sending money, and healthcare services.

02



IDENTIFY THE FACILITY

Find out exactly **which correctional facility your relative is located in**. Note down the type of facility and its contact information.

03



VERIFY THE INFORMATION

Verify through **official sources** how the procedure you wish to perform is applied at your relative's facility. Use the facility's website, phone line, or email address.

04



COMPLETE THE PROCEDURE

After preparing the required documents, submit your application using the correct method and **follow up on the process**.

FIRST STEP: IDENTIFYING WHERE YOUR RELATIVE IS LOCATED

Having accurate information about the correctional facility is the first and most critical step in all procedures you will undertake.

Identifying the correct facility saves you time and prevents potential hardships across all processes, including visits, phone calls, sending money, letters, and healthcare requests.



Accurate information is the first step to a correct application. Completing this step thoroughly will ease all your subsequent processes.

TYPES OF FACILITIES

Correctional facilities have different security levels and operational conditions. The type of facility where your relative is located directly affects your rights regarding visitation, communication, and other procedures.



Learning the facility type is essential for planning your procedures correctly and exercising your rights with ease.



OPEN PRISON

Facilities with a less restrictive environment. Opportunities for work, education, and social activities are more easily accessible.

General Features



Security level is lower.



Permission may be granted for daytime work or education.



Visitation, phone calls, and open-visit opportunities are generally broader.



It can provide advantages in good conduct evaluations.



CLOSED PRISON

Facilities with stricter supervision and more comprehensive security measures for sentenced individuals.

General Features



Security level is medium.



Daily routine is subject to stricter regulations.



Visits, phone calls, and other rights are subject to specific rules.



Following disciplinary rules is very important.



HIGH-SECURITY PRISON

Facilities with the highest level of security, designed for high-risk individuals.

General Features



Security level is highest.



Movement and communication restrictions are higher.



Visitation, phone calls, and open-visit options may be limited.



Breaking rules can result in strict penalties.



KEEP IN MIND:

Facility types may change over time. It is important to regularly check official channels for up-to-date information regarding your relative's facility.



VISITATION RIGHTS

Inmates have the right to visit with their families in accordance with facility procedures.

Visitation is a key right that preserves family unity and provides essential social support.



OPEN VISIT

- ✓ Allows visits to take place in an open communal area.
- ✓ Physical contact may be allowed.
- ✓ Scheduled during designated periods.



CLOSED VISITS

- ✓ Conducted behind a glass partition.
- ✓ Communication is held via phone
- ✓ Standard, regularly scheduled visit type.

WHAT TO KNOW BEFORE YOUR VISIT



01
Must be on the approved visitor list.



02
Must carry a valid ID.



03
Check visiting days and hours in advance.



04
Verify current rules directly with the facility.



IMPORTANT NOTE

Visitation rules may vary by facility. **Please check with the specific institution for up-to-date guidelines before planning your visit.**



VISITATION CHECK LIST

Following these steps before your visit will help you complete your application smoothly and plan your visit day.

01



Check if you are on the approved visitor list.
Your name must be on the inmate's visitor list to be allowed for a visit.

☐

02



Prepare the required identification.
You are required to bring a valid passport or government-issued ID.

☐

03



Check visiting days and hours.
Visiting schedules vary across facilities. Always confirm current hours in advance.

☐

04



Find out if an appointment is required.
Some facilities require booking an appointment in advance.
Schedule yours on time if needed.

☐

05



Check allowed personal items.
You may only bring permitted items according to facility guidelines.

☐

06



Follow dress code and rules.
Make sure to dress appropriately and follow all rules during your visit.

☐

07



Arrive at the facility at least 30–45 minutes prior.
Security checks and entry procedures take time. Arriving late may shorten or disrupt your visit.

☐

08



Follow all regulations during the visit.
Comply with facility rules regarding visit duration, permitted topics of conversation, and general conduct.

☐

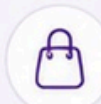

HELPFUL REMINDERS



Visitation rules are enforced to ensure security and order.



Visit duration and format may vary depending on facility policies.



You may be denied entry if carrying prohibited items.



In case of any changes, verify details through official facility channels.



Contact the facility directly if you have any questions.



IMPORTANT NOTE

Obtaining up-to-date information directly from the facility before planning your visit prevents disruptions caused by potential changes. Procedures can vary significantly between facilities.



RIGHT TO COMMUNICATION

People in prison have the right to write letters, make phone calls, and, where available, use electronic messaging under facility regulations.

This right contributes to preserving family ties and strengthening social support networks.

• COMMUNICATION METHODS •



LETTERS

- ✓ Written correspondence is permitted.
- ✓ Letters are inspected by facility administration.
- ✓ Must comply with specific facility regulations.



Letters may be delayed. Your patience is appreciated.



PHONE CALLS

- ✓ Held during designated times and durations.
- ✓ Call durations vary according to facility rules.
- ✓ Calls may be monitored or recorded by the facility.



Your phone number must be officially registered with the facility.



ELECTRONIC COMMUNICATION

- ✓ Email or specialized messaging systems may be available in some facilities.
- ✓ Subject to approved methods and facility regulations.
- ✓ Content is subject to screening and review.



Availability may vary across different facilities.

RULES TO FOLLOW IN COMMUNICATION



Messages containing abusive, threatening, offensive language or incitement to crime are strictly prohibited.



Letters containing unauthorized attachments, cash, gifts, or advertisements will not be accepted.



Only authorized communication channels permitted by the facility must be used.



Ensure that your current contact information is registered with the facility.

MAKE YOUR COMMUNICATION EFFECTIVE



Be supportive and encouraging.



Try to maintain regular communication.



Strive to be understanding, patient, and empathetic.



Do not share sensitive personal information or passwords.



IMPORTANT NOTE

Communication policies vary across facilities. Please contact the specific correctional facility to confirm up-to-date phone numbers, schedules, and approved channels.



PHONE CALLS

Individuals in custody have the right to make phone calls on designated days and times. These calls may be monitored and recorded by the facility.



HOW IT WORKS?



Call schedules and hours are set by the facility.



The inmate calls you directly using facility phone lines.



Phone numbers must be pre-registered and approved.



Call duration is limited according to facility rules.



All calls are subject to monitoring and recording.



GENERAL RULES



Calls can only be made to approved numbers.



Abusive, threatening, or criminal language is prohibited.



Calls must not involve any third parties.



Violating rules may result in restricted calling privileges.



Calls are allowed only during facility-designated days and times.



IMPORTANT REMINDERS



Calls are not private, they may be monitored.



If calls do not go through, check visiting hours and number approval.



Busy lines or system congestion may cause delays.



If you change your number, notify the facility immediately.

WHAT YOU CAN DO ?



Register and verify your current phone number with the facility.



Keep your phone available during designated call times.



Maintain a calm, respectful, and constructive tone during calls.



Remember calls are monitored; avoid sharing sensitive information.



Contact the facility if you encounter any issues.



IMPORTANT NOTE

- Phone access is a fundamental right, not a privilege.
- Following facility rules is essential to maintain calling rights.
- Rule violations may lead to temporary or permanent restriction of calling rights.



MONEY TRANSFERS

Correctional facilities have different security levels and operational conditions. The type of facility where your relative is located directly affects your rights regarding visitation, communication, and other procedures.

HOW TO SEND MONEY

-  Go to the contracted bank branch of the facility.
-  Fill out the money transfer form. Enter all required inmate details completely.
-  Present your identification document.
-  Hand over the amount you wish to send to the bank teller.
-  Be sure to obtain and keep the transaction receipt.

NOTE:

Banking operations or transfer methods from certain countries may not be accepted. Contact the facility for detailed information

IMPORTANT RULES

-  Money transfers can only be made through banks.
-  Cash hand-overs are not accepted.
-  Deposits exceeding the set maximum limit are not allowed.
-  Transferred funds cannot be sent to another person.
-  Funds are not handed over as cash, except for expenses specified by the facility.
-  Transfers made with incorrect information may be returned or suspended.

NOTE:

Transfer limits and rules set by the facility may change periodically. Confirm current guidelines directly with the facility.

WHAT CAN THE FUNDS BE USED FOR?

-  Canteen purchases
-  Personal hygiene and clothing needs
-  Phone calls
-  Educational and cultural activities
-  Medical expenses (within the framework set by the facility)

NOTE:

Money may only be used for approved facility purposes. They cannot be used for any other purpose.

PERMITTED TRANSFER AMOUNTS



Facilities can limit how much money is added to an inmate's account. Deposits above this limit are not allowed.



Daily limit



Monthly limit



Total balance limit

Limits may vary by facility. Contact the administration or check the facility website for up-to-date limits.



ATTENTION !

Transfers made with incorrect identity details may be refunded or delayed. **Always ensure you provide the correct facility, inmate details, and information.**



WHAT YOU CAN DO?



Obtain accurate inmate details (full name, date of birth, ID/foreign ID number, facility name).



Find out about contracted banks and their operating hours.



Keep your transaction receipt safe.



Contact the facility if you encounter any issues.



Stay updated on changes to rules and limits.

MONEY TRANSFERS

(Continued)

The money you send are deposited into the inmate's official account. The inmate can use these money for approved facility expenses. Be sure to confirm the facility's current deposit limits before completing any transaction.

METHODS OF DEPOSITING FUNDS



Via Bank Branch

- ✓ Go to the contracted bank branch.
- ✓ Fill out the money transfer form.
- ✓ Complete the transaction with your ID.



Processed during bank operating hours.



Online / Mobile Banking

- ✓ Log in to the contracted bank's online platform.
- ✓ Enter the inmate's account number.
- ✓ Specify the amount and confirm.



Transactions available 24/7.



Via ATM

- ✓ Select "Deposit" on the ATM menu.
- ✓ Enter the inmate's account number.
- ✓ Insert cash and take your receipt.



Be sure to keep your deposit receipt.



Postal Service / Counter Cash Transfer

- ✓ Some facilities may allow cash transfers.
- ✓ Find out the approved facility method.
- ✓ Obtain and keep your transaction receipt.



Policies may vary by facility.

** Cash transfers may not be accepted at all facilities. Please check with your specific institution.*

IMPORTANT REMINDERS



Pay attention to daily, weekly, and monthly limits.



Transfers made to incorrect account numbers may not be refundable.



Processing may take time, your patience is appreciated.



Keep all transaction receipts and details safe.



Contact the facility if you encounter any issues.

STEP-BY-STEP TRANSFER PROCESS

1



Fill out the form and verify details.

2



Enter the correct account number.

3



Set the amount and confirm.

4



Obtain and keep your receipt.

5



Check status with the facility if needed.

REMEMBER!



The funds you send help cover your loved one's basic needs and support their rehabilitation process.



ATTENTION !

- ✓ Transferring money is a fundamental right, not a privilege.
- ✓ Properly completed transfers positively boost the morale and motivation of inmates.
- ✓ If you encounter any problems, reach out to the facility administration or relevant authorities.



WHAT INMATES NEED TO KNOW

Individuals in custody have the right to access healthcare services, adequate nutrition, meet their daily needs, and participate in education and social activities. These services are provided in accordance with facility regulations.

HEALTHCARE SERVICES



- ✓ Infirmary services
- ✓ Doctor consultations
- ✓ Access to medication
- ✓ Hospital referrals
- ✓ Emergency medical care



You can report chronic conditions, ongoing medications, and medical reports to the facility.

MEALS AND CANTEEN



Meal Services

- ✓ Daily meals are provided.
- ✓ Special diets may be provided based on health conditions.
- ✓ Diets tailored for chronic conditions are made available.

Canteen Products

- ✓ Basic Food Items
- ✓ Personal Care Products
- ✓ Stationery supplies
- ✓ Other facility-approved items



Canteen services are available on facility-designated days and hours.

EDUCATION AND SOCIAL ACTIVITIES



Educational Opportunities

- ✓ Literacy courses
- ✓ Distance learning programs
- ✓ Vocational training courses
- ✓ Language courses

Social Activities

- ✓ Sports activities
- ✓ Cultural events
- ✓ Library services
- ✓ Hobby and skill workshops



Participation in activities is organized subject to facility resources.



TRANSFER TO AN OPEN PRISON

Open prisons are facilities where eligible inmates continue serving their sentence under less restrictive conditions.

Factors Considered in Evaluation



Good conduct status



Compliance with facility rules



Clean disciplinary record



Overall sentence progress evaluation



REGARDING DISCIPLINARY SANCTIONS

Disciplinary proceedings may be initiated in the event of rule violations.

- ✓ Sanctions may affect open prison transfer.
- ✓ May lead to temporary restriction of certain rights.
- ✓ Will be taken into account during good conduct evaluations.

WHAT CAN RELATIVES DO ?



Share health information and medical reports.



Report chronic illnesses and medications to the institution.



Support participation in education and activities.



Request information about the process from the institution.



Apply to relevant authorities when legal support is required.

KNOW YOUR RIGHTS

Foreign prisoners and their families have fundamental rights such as meeting with children, receiving consular support, obtaining information, filing complaints, and lodging appeals. Knowing these rights and exercising them when necessary helps the process proceed more smoothly.



RIGHTS OF CHILDREN

- ✓ Children can visit their parents within the framework of established rules.
- ✓ The best interests of the child are paramount during visits.
- ✓ The safety and psychological well-being of children must be protected.
- ✓ Social service support can be requested when necessary.



IMPORTANT: The institution administration may adjust visitation conditions considering the best interests of the child.



RIGHT TO COMPLAINT AND APPEAL

- ✓ If you believe a rights violation has occurred, you can file an application.
- ✓ You have the right to appeal against certain decisions and practices.
- ✓ Submit your applications in writing whenever possible.
- ✓ Keep a copy of your documents.

Application Authorities

- ✓ Institution Administration
- ✓ Relevant Higher Authorities
- ✓ Judge of Execution
- ✓ Chief Public Prosecutor's Office



RIGHT TO LAWYER VISITATION

- ✓ Meeting with a lawyer is a fundamental right.
- ✓ Meetings are conducted confidentially.
- ✓ Meetings cannot be listened to or monitored.
- ✓ Entry to the institution is permitted with a lawyer ID.
- ✓ It cannot be arbitrarily prevented by the institution.



INSTITUTIONS WHERE YOU CAN GET SUPPORT



LEGAL SUPPORT

- Lawyers
- Legal Aid Units of Bar Associations



INSTITUTIONAL SUPPORT

- Consulates
- Chief Public Prosecutor's Offices
- Judges of Execution



SOCIAL SUPPORT

- Human rights organizations
- Non-governmental organizations
- Social service units

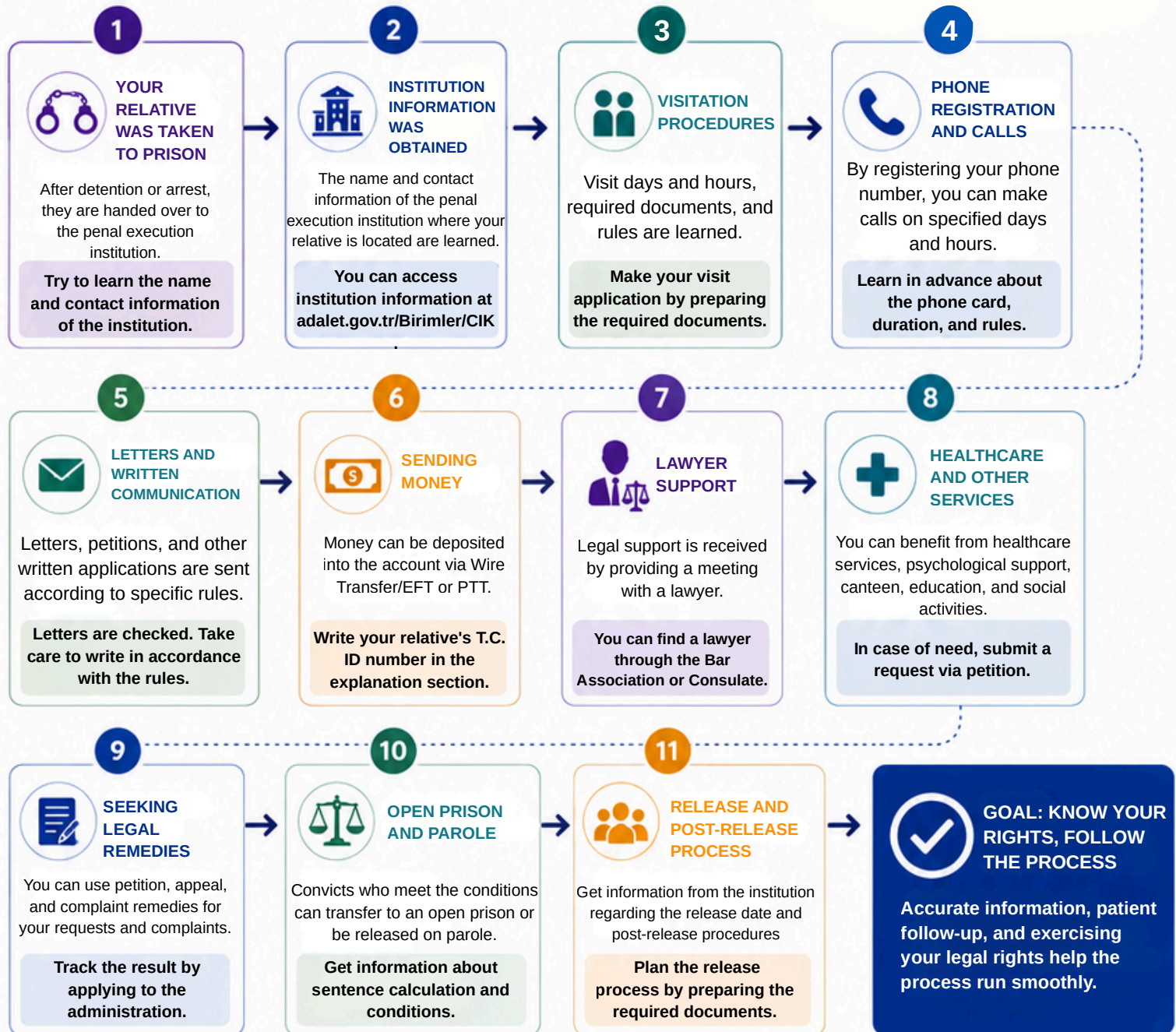


REMEMBER

- ✓ You can contact your consulate.
- ✓ The best interest of children is always a priority.
- ✓ Requesting and receiving information is a right.
- ✓ You can exercise your right to complaint and appeal.
- ✓ You can request legal and social support when necessary.

ROADMAP OF THE ENTIRE PROCESS

The roadmap below shows the basic steps you can follow for your relative during the penal execution process. At every stage, you can manage the process more smoothly by exercising your rights and contacting the necessary institutions.



IMPORTANT !

Practices of each institution may be different. Remember that rules may change. For up-to-date information, apply to the relevant institution or check their website.



Knowing and exercising your rights makes life easier for both you and your relative.

FINAL CHECK LIST

Use the list below to check the important steps you need to take during the process. Completing all steps will facilitate your access to your rights.

1



1. INSTITUTION INFORMATION

- ☐ Learned the penal execution institution where your relative is located.
- ☐ Noted the full open address and contact information of the institution.
- ☐ Learned the case number or court information.

2



2. VISITATION PROCEDURES

- ☐ Learned visit days and hours.
- ☐ Prepared required documents for the visit.
- ☐ Submitted visitor application / approval received.

3



3. PHONE CALLS

- ☐ Completed phone registration process.
- ☐ Learned phone card/line information.
- ☐ Noted call days and hours.

4



4. WRITTEN COMMUNICATION

- ☐ Learned letter-sending rules.
- ☐ Noted required address and sending information.
- ☐ Prepared letter content in accordance with rules.

5



5. SENDING MONEY

- ☐ Learned money deposit methods.
- ☐ Noted Wire Transfer/EFT or PTT details.
- ☐ Saved the deposit receipt.

6



6. LAWYER SUPPORT

- ☐ Contacted a lawyer.
- ☐ Issued a power of attorney.
- ☐ Received information about hearing and case follow-up.

7



7. CONTACT WITH CONSULATE

- ☐ Saved consulate contact details.
- ☐ Contacted consulate in necessary situations.
- ☐ Received information regarding document and interpreter support.

8



8. HEALTHCARE SERVICES

- ☐ Learned rules for benefiting from healthcare services.
- ☐ Noted application remedies for health issues.
- ☐ Saved emergency contact details.

9



9. SEEKING LEGAL REMEDIES

- ☐ Learned complaint and appeal channels.
- ☐ Noted contact details for Execution Judgeship and other institutions.
- ☐ Filed applications in necessary cases.

10



10. CHILDREN AND FAMILY

- ☐ Learned visitation rules for children.
- ☐ Prepared required documents.
- ☐ Planned psychological and emotional support for children.

11



11. DOCUMENTS AND INFORMATIONS

- ☐ Filed all documents.
- ☐ Saved important phone numbers.
- ☐ Regularly checked updated information.

12



12. POST- RELEASE

- ☐ Received information about the release process.
- ☐ Prepared necessary documents for exit procedures.
- ☐ Planned for the post-release period.



REMEMBER!

Rules may change. Regularly check official websites or direct communication channels of relevant institutions for up-to-date information.



You can print this list or save it on your phone.

ACCURATE INFORMATION IS THE FIRST STEP TO ACCESSING RIGHTS.

This guide has been prepared to support access to information regarding fundamental rights, application channels, and penal execution processes for relatives of foreign prisoners.



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