

2. to allow the parent, during detention, to be present in important moments of their children's life, especially if they are underage, such as : birthdays, first day of school, recitals, exhibitions, degree, festivities;
3. to offer prisoners who are parents the chance to have special leave permits in case of emergency, for example to visit their children if they are in hospital;
4. to develop specific guidelines concerning support and maintenance of contacts between imprisoned parents and minor children who cannot easily meet. Under these circumstances specific regulations need to be provided which can more systematically allow the use of mobile telephone systems and the Internet, including webcam and chat communications.

Article 4

(Training of the staff)

1. Penitentiary Administration staff and Juvenile Justice operators, operating in institutes must be specifically formed about the impact produced on minors by a parent's detention and by the prison environment.
2. In particular penitentiary Police staff must be specifically formed about security checking procedures appropriate for children and adolescents, so that in every prison and juvenile penal institute specialized police officers can be found, adequately formed for the assistance to minors and families during visits.

Article 5

(information, assistance and instruction)

Each of the Parties undersigning this Memorandum, within its scope and through its own procedures, will strive in order to:

1. give prisoners, their relatives and their children, including minors, appropriate, updated and relevant information in every phase of the process, from arrest to release, both about procedures and possibilities for their contacts and about the assistance specifically offered them before, during and after the relative's detention period. Minors must be given information – clear and adequate to their age - about possible supporting services that may be available to them independently of their parents, for instance through the help of NGO's or qualified associations;
2. offer support and assistance to imprisoned parent, who may be worried about the impact prison visits may have on their children and/or themselves, so as to maintain contacts with their children using the various means of communication that are allowed, especially during the time preceding the first possible visit;
3. propose in detention centers programs assisting parenthood, encouraging the development of a constructive parent-child relationship and supporting positive experiences for minor children;
4. encourage, during detention, detained parents to gradually assume their parental responsibility towards minor children, and, in particular, envisage that the possibility