



Services for Foreigners - information

Dear Sir or Madam,

Thank you for your trust. We would like to provide you with information about our services, and we would like to introduce you to our rules which govern the services provided.

Services for Foreigners (Poradna pro cizince Plzeň) are a part of services at Diocesan Caritas Pilsen. Professional social counselling services are provided in accordance with Section 37 of Act No. 108/2006 Coll., on social services.

All counselling services are provided free of charge at our offices within the Pilsen Diocese. We may also come to you by prior agreement.

Do not hesitate to contact us with the following questions regarding living in the Czech Republic, for example:

- Issues with residence permits, temporary protection, international protection, citizenship.
- Employment (searching for a job, labor-law questions, etc...)
- Living (looking for accommodations, meetings with the accommodation providers, lessors, etc...)
- Education (finding a school, cooperating with the school, acknowledging the qualifications in the Czech Republic, Czech language courses, etc...)
- Social security (problems with social benefits, pensions, etc...)
- Medical care (problems with health care insurance, finding a doctor or a healthcare facility, etc...)
- Legal advice (assistance with writing appeals, lawsuits, court filings, etc...)

We provide the following services:

- Providing information
- Helping to manage administrative issues (filling in forms, writing a CV/resume, understanding documents, etc...)
- Accompanying and assisting at official meetings with institutions and representatives.
- Arranging a translator, an interpreter, or other language services.
- Arranging material support in justified court cases.

Services may be provided to migrants and asylum seekers.

- foreigners and refugees
- family relatives of foreigners and refugees
- Czech citizens

Principles of service provision that we follow when working with our clients:

- **Individual approach**
Our service is based on the individual needs of the client, supporting their own will, goals, and ideas, leading them to take over responsibility for their own life and to develop their independence and social integration. A client has the right to express their attitude and opinion and get feedback from a service worker.
- **Supporting an active approach**
Service workers welcome clients to be active when solving their own situation, their independence, and self-sufficiency.

- **Equal approach**

We strive to achieve an equal approach to all people from the target group with no difference in treatment.

- **Respecting the client's decision**

We provide a client with all information needed to make a decision, but the final decision is solely up to them.

- **Anonymity and discretion of the service**

A client may use our services anonymously, workers are bound by confidentiality, and it is possible to use a phone or e-mail contact.

Contacts:

1) **Address:** Cukrovarská 16, 301 00 Plzeň

Opening hours:

Monday: 8:00 - 12:00, on reservation 13:00 - 15:00

Tuesday: 8:00 - 12:00, 13:00 - 14:00

Wednesday: 8:00 - 12:00, on reservation 13:00 - 19:00

Thursday: 8:00 - 12:00, 13:00 - 14:00

Friday: 8:00 - 13:00

2) **Address:** Jagellonská 9, 301 00 Plzeň (OAMP= Asylum and Migration Policy Department; Foreigners Residence Department of the Ministry of the Interior of the Czech Republic in Pilsen)

Opening hours:

Monday: 8:00 - 12:00, 13:00 - 16:00

Wednesday: 8:00 - 12:00, 13:00 - 16:00

Telephone – consultancy: +420 731-433-139

E-mail: poradna@dchp.charita.cz

Mgr. Klára Zachová, Head of the Consulting Center for Foreigners

mobile: +420 731-433-096, e-mail: klara.zachova@dchp.charita.cz

Web: cizinci.dchp.cz



At the meeting, our colleague will discuss your situation and will propose possibilities for its solution considering your requirements and expectations. Based on that, we will plan the specific steps to solve your situation together. At all times, your attitude, ideas, individuality, and possibilities will be respected and together we will look for sources and contacts that may be helpful.

Our services comply with the Social Act Law; therefore, all the steps should comply with the law. If your situation may be solved using another service or institution, we will provide you with the contact.

We may reject you as an applicant only for the following (legal) reasons:

- You are not within the target group.
- You require services beyond the scope of our consulting center.
- The capacity at the consulting center has been exceeded.
- Your contract was terminated less than 6 months prior to this request due to a breach of your contractual obligations.

If we agree on cooperation, a verbal agreement on the provision of social services will be concluded for a fixed period of time. The service may be provided anonymously which means you do not have to state your personal details, such as your name, address etc... In case you are interested, and if justified by the nature of the cooperation, the agreement may be concluded in a written form as well.

The cooperation will be according to the meetings planned, as agreed, usually at one of our workplaces. It is possible to arrange a meeting at an office (authority) or another suitable place. The solution and the number of meetings depends on the nature and complexity of the situations.

The client has the right to end the service at any time without stating a reason, even by word of mouth. This decision will be fully respected by social workers. The service may also be ended by a mutual agreement. The service provider may end the services only for legal reasons. Especially if the client repetitively or severely breaks the rules of cooperation. If the client violates cooperation conditions, the worker will warn them first and inform them about the consequences. In case of repeated violations, the cooperation may be stopped, and the situation is reported to the head of services. The contract for the provision of services may be terminated after three warnings within three months. If the contract is terminated because of violating the conditions of cooperation by the client, the client may be refused for the next six months. The contract for the provision of services may be terminated by any of the parties without any notice period, meaning immediately. The notice is in effect from the moment of its delivery to the other contract party.

Cooperation rules and conditions:

- A worker dedicates their time to the client according to business possibilities and current capacity of the service.
- The client, who has booked a specific time, has priority from a client without appointment.
- Questions delivered in written form (letters, e-mails) will be managed within 5 working days.
- The last client will be accepted no later than 30 minutes prior to closing time.
- If the client speaks a foreign language, which is not spoken by any of the consulting workers, the consulting center will try to find an external interpreter, or the client may find one themselves.
- Each client has an individual plan, where it states all the steps and procedures to solve their situation. The records of their individual plans are kept in an electronic version in Czech.
- The client (or their representative who shall prove their authority with a power of attorney) has the right to see the documentation which concerns them. If this is required, they shall contact a service worker who will make the documentation available.
- The client shall be able to communicate and deal appropriately during meetings (not under any influence of alcohol or other substances). Otherwise, the charity may interrupt providing their service and arrange a new term with the client.
- The service worker is not obligated to enter dangerous premises (e.g., an unsecured animal, bad building conditions, etc...) when providing the service in field form. A safer space could be suggested to provide the service.
- If the client does not arrive at the agreed place or time, the worker will try to contact them by phone. If that is not possible, the meeting will be cancelled after 15 minutes.
- The client should keep the agreed appointments and inform the worker about any changes which may affect the provision of services.
- Service workers are bound to maintain confidentiality, which means they shall not share any information about their clients. However, every citizen has a reporting obligation under Section 367 (Non-interference with a crime) and Section 368 (Failure to report a crime) of the Criminal Code. The reporting obligation also applies to people who are otherwise required to maintain confidentiality regarding the facts entrusted to them. The client of the service is informed in advance of any possible reporting.

Complaints about the quality or the method of the provision of social service:

In case the client is not satisfied, they have the right to complain about the quality or the method of the provision of the service. Complaints are considered as opportunities to improve providing services and such reports will not lead to any sanctions in relation to the client. A complaint may be filed by any citizen, not only a client, and it may be handed in via their representative. Complaints may be filed by word of mouth or in writing, including an anonymous

report. Written complaints may be handed in using the suggestion and complaint box, which is located at **Cukrovarská 16**, next to the main entrance to the building, **Jagellonská 9**, in the consulting room. The results of the investigation will be published on the noticeboard near the box for 14 days. Complaints are investigated by the head of service, or by an authorized worker, within 30 days of its filing. The complaining party will then be informed about the result of their complaint. Facts from the complaining party, employees, documentation, and possible witnesses are considered. This is followed by an investigation to assess whether there was malpractice and what the consequences might be. In conclusion, the corrective measures are proposed to avoid such situations in the future. If the complaining party is not satisfied with the managing of their complaint, it is possible to contact Ing. Jiří Lodr, the Director of Diocesan Caritas Pilsen, by tel: +420 377-221-540, +420 731-433-001, or by e-mail: jiri.lodr@dchp.charita.cz.

The complaining party also has the right to have the situation reviewed by another independent authority, e.g:

- the Roman Catholic Diocese of Pilsen (Biskupství plzeňské), Father Bishop Mons. Tomáš Holub, tel.: +420 377-225-576 – bishop's secretariat
- Head of the Social Services Department of the Pilsen City Council (Magistrát města Plzně), tel.: +420 378-033-350, +420 722-976-776
- Head of the Social Affairs Department of the Regional Authority of the Pilsen Region (Krajský úřad Plzeňského kraje), tel.: +420 377-195-164
- Ombudsman, Údolní 39, Brno, tel.: +420 542-542-888, e-mail: podatelna@ochrance.cz
- Ministry of Labor and Social Affairs, tel: +420 950-191-111, e-mail: posta@mvps.cz

If you wish to evaluate the provided services, please fill in the form which may be found in the corridor of Cukrovarská 16 or in the office of the OAMP (Jagellonská 9), or contact a worker directly.

Procedures for dealing with emergencies and accidents:

Employees of Services for Foreigners are aware that while providing social services there may occur situations which may put in danger life, health, safety, or dignity of clients or employees. They are aware of possible risks, and they have a plan prepared for how to proceed in such situations. Therefore, it is important to follow the instructions given by the workers if such a situation should occur.

In case of fire or another danger, leave the building as fast as you can and follow the emergency exit signs labeled **“ÚNIKOVÝ VÝCHOD”**

In case of a sudden health problem, call for help and dial the number 155.

If the worker does not arrive at an out-of-office meeting, please contact us at the number: **+420 731-433-139**.

Useful phone numbers:

112 – general emergency line

150 – firefighters

155 – ambulance

158 – Czech police

We comply with the provisions of the General Data Protection Regulation (GDPR). For more detailed information about user rights, see the information board in the premises of the consulting center, on our web pages, or we can hand them to you in a paper form.

dchp.cz/kdo-jsme/gdpr

