



**Diecézní charita
Hradec Králové**

**Information for Applicants and Users of the Service
Integration Center for Foreigners and Refugees
Diocesan Catholic Caritas in Hradec Kralove**

What is the main goal of Counseling Center?

To provide professional, free counseling services to foreigners and refugees, regardless of their race, nationality, social group, political beliefs, or religious affiliation, in order to prevent their social exclusion and support their integration into society.

What are our goals?

1. By providing social and legal counseling, we would like to inform foreigners (especially in the areas of: residence in the Czech Republic, employment, housing, social system, education, health care and insurance, entrepreneurship) and strengthen their socio-cultural orientation in the Czech environment.
2. To mediate accessible contacts for follow-up services (providing material assistance, integration and educational activities and courses, furnishing integration apartments), as well as contacts for Caritas in the Czech Republic and other institutions (Foreign Police, OAMP, regional offices, municipalities, NGOs, etc.) and to develop cooperation with these services.
3. To provide psychological support to overcome or alleviate current mental difficulties of foreigners, particularly in connection with life in a different cultural environment, as well as in areas of family or partner relationships, and in any other life crises.

Who is our target group we can help?

To foreigners and refugees who, due to their residence status, language barrier, cultural differences, or lack of knowledge about their rights and responsibilities, find themselves in an unfavorable social situation or are at risk of such a situation. **The service can be provided to all age groups.** For underage foreigners, under the following conditions:

Social and Legal Counselling

Foreigners aged 0 to 15

Until the age of 15, the child's unfavorable social situation is addressed exclusively with their legal guardian or custodian.

Foreigners aged 15 to 18

Clients aged 15 to 18 may use the service independently. The counselor, however, verifies the foreigner's age, whether they have a legal guardian or custodian in the Czech Republic, and whether the client appears capable of handling their unfavorable social situation

independently. The counselor may also cooperate with the legal guardian or custodian in the minor's best interest.

The service cannot be provided to unaccompanied minors, except in cases where there is consent and cooperation with the Department of Social and Legal Protection of Children (OSPOD).

Psychological Counselling

Psychological counseling for minors aged 0–15

Psychological counseling, including therapy, for children under 15 is only possible with the consent of a legal guardian or custodian. The client card is completed in the child's name and signed by the legal guardian or custodian.

Psychological counseling for minors aged 15–18

Clients aged 15 to 18 may use the service independently. The counselor, however, verifies the foreigner's age, whether they have a legal guardian or custodian in the Czech Republic, and whether the client appears capable of handling their unfavorable social situation independently. The counselor may, in the best interest of the minor, cooperate with the legal guardian or custodian. Therapy as part of psychological counseling is only provided with parental consent until the age of 18.

In what situations we can help?

- when you are not aware of your rights and obligations, which can lead to the loss of your residence permit in the Czech Republic;
- you are dependent on an intermediary who limits your independence and freedom of decision-making;
- you do not speak Czech well enough, which results in difficulty finding employment, dependence on an intermediary, or reliance on social benefits, etc.;
- you are at risk of social exclusion, which may be due to your race, nationality, religion, residence status, or lack of knowledge of socio-cultural norms;
- you feel isolated, which may lead to frustration, mental health problems, and an inability to integrate into society;
- you are experiencing psychological difficulties, particularly due to living in a different cultural environment, family or relationship problems, stress, or a life crisis, and you cannot find other psychological help due to a language barrier or another difficult social situation.

What are our principles?

FREE OF CHARGE, CONFIDENTIALITY, AND IMPARTIALITY.

The advisors ensure respect for human rights and fundamental freedoms, personal data protection regulations, confidentiality, and an individual approach to each client.

What languages can you communicate in with us?

In our counseling center, you can communicate in Czech, Russian, Ukrainian, Mongolian, or English. If you need another language, you must arrange interpretation yourself. If you need interpretation in the mentioned languages, please schedule your appointment in advance, as an interpreter may not be available if you come without a booking.

Who will you meet at our counseling center? Who provides the services?

Qualified social workers, social service workers, legal advisors, psychologists, and interpreters (integration workers).

Where and when can you use our services?

You can visit us in person at the address below, where we provide services:

Counseling Center for Foreigners and Refugees

Diocesan Catholic Caritas Hradec Kralove

Šafaříkova 666/9

500 02 Hradec Králové

Contact:

tel.: 492 604 940, 731 402 301, 731 402 303

e-mail: poradna.cizinci@hk.caritas.cz

www.hk.caritas.cz, www.cizincihradec.cz

We also provide outreach services in the Hradec Kralove Region. You can also contact us by phone or email.

We provide counselling:

	At our site in Hradec Kralove	Outreach services
Monday	8:00- 12:00 13:00-17:00	9:00-12:00 13:00-16:00
Tuesday	9:00-12:00 13:00-16:00	
Wednesday	8:00-12:00 13:00-17:00	9:00-12:00 13:00-16:00

Consultations outside the stated opening hours are possible by arrangement.

How are our services provided?

During your first contact, you will agree with the counselor on the language of chosen communication. The counselor will then inform you about the scope, type, conditions, and availability of the offered service. The counselor will assess whether you are in an unfavorable social situation (see: In what situations we help) and what your request is.

A request means the need you have and the reason why you have come to the counseling center and want our help. After that, you decide and choose which service and to what extent you would like to use. The counselor will respect your decision and choice. Together, you will agree on a goal you want to achieve in order to improve your situation. The goal is based on your request and the possibilities the service can offer. According to the set goal, we will plan specific tasks – what our workers will do and what you will do. You will evaluate the progress of this goal with your counselor.

Specifics of providing psychological counseling

The psychologist is bound by confidentiality, just like all other counseling staff. However, important information that may affect your overall social situation can be shared within the counseling team for the purpose of fulfilling your individual goal and improving your unfavorable social situation. If you agree with the psychologist to use therapy as part of the psychological counseling, you can attend 10 sessions of 50 minutes each, after which the therapy goals will be evaluated and further steps considered. Psychological counseling may be interrupted for up to 2 months if you do not cancel at least 24 hours before your scheduled appointment with the psychologist.

Counseling via remote communication (e.g., by phone, email)

You have the option to contact a counselor using a method that allows remote communication. In such cases, the service planning proceeds under the same conditions as for in-person consultations. However, if you want to use the service in full scope, you need to visit the counseling center in person and fill out the client card. Subsequent meetings may then take place remotely.

Information for clients about personal data protection

In order for the Counseling Center for Foreigners and Refugees of the Diocesan Catholic Caritas Hradec Kralove to provide you with sufficiently quality services, it usually needs some of your personal data, which are necessary to assist you with certain procedures the Center helps with. Some data may be required for the needs of projects related to social services. For these reasons, you will be asked by a counselor to fill out the client card. Information about the processing of personal data is available in a separate document in different language versions on the organization's website or on the notice board in the Counseling Center for Foreigners and Refugees. All personal data must be handled very discreetly by the counselors, protected from unauthorized access and any misuse. The counselors are bound by confidentiality. However, the counselors and interpreters have a legal duty to report if they learn that someone is planning or committing a crime and they do not prevent the commission or completion of such a crime. They also have a reporting duty towards the child social and legal protection authority in cases of suspected neglect by a legal guardian or caretaker of a child, or if the child is otherwise seriously endangered (according to the law on social and legal protection of children).

Anonymity

You can use the service even if you want to remain anonymous. However, the staff member may need to verify your age because the service cannot be provided independently to foreigners under 15 years old. It may happen that if you do not provide some necessary information, the service cannot be provided to you in full scope. The staff member will clearly inform you about this fact. Even in the case of anonymity, it is necessary to record the provision of the service in the database. You will agree with the staff member on how you will be identified, e.g., by first name, nickname, or another designation. Your nationality, residence status, and approximate age will also be recorded. Anonymous users of the service are not allowed to use therapy due to the need to establish trust between the psychologist and the service user.

Key Worker

Each user has their own permanent so-called key worker, with whom you will plan and evaluate the provision of the service. The key worker is the person who will work with you long-term and provide you with services. If the key worker is not available, their role will be taken over by the present staff member with your consent. If you do not agree with this change, a meeting with your key worker will be scheduled.

Records of Provided Services

For every meeting and service provided, the counseling staff keeps a record, which is stored in the client database. Access to this information is limited only to counseling staff or other authorized personnel, such as oversight bodies etc. You also have the right to view your records at any time upon agreement with a counseling staff member. It is not allowed to make audio or video recordings of the meetings. However, you may take notes, photograph important information from websites, or arrange with the counselor to send you a summary of essential information by email to help resolve your life situation.

Can you terminate the services on your own?

You have the right to end the service at any time. This decision is fully respected by the counseling staff.

In exceptional cases, the counseling center may refuse to provide the service if:

- We do not provide the service you requested
- You do not belong to the target group of our service
- The counseling center has reached its capacity

Are you dissatisfied with our services or, on the contrary, would you like to praise something or somebody?

You can submit a comment, suggestion for service improvement, or praise by:

1. Writing it on paper and placing it in the "Wishes and Complaints" box in the hallway
2. Filling out a questionnaire – available on the premises of the counseling center
3. Filling out an electronic feedback form – the QR code is located on the Wishes and Complaints box

If dissatisfaction is expressed in the comment or suggestion and the complainant has provided contact information, they will be informed about the possibility of filing a complaint and the procedure for doing so.

Complaint

A complaint means a statement concerning dissatisfaction with the quality or manner of providing the social service. In order for the complaint to be properly handled, the complainant must provide

the required information (see below) for proper written processing of the complaint. If this information is not provided, the statement will not be treated as a complaint but rather as a comment or suggestion.

How to submit a complaint?

1. Place a **written complaint** in the “Wishes and Complaints” box in the hallway, or send it by mail to the organization’s address
2. **Report the complaint orally** to a staff member; the staff will write it down with you in the complaint book
3. Write the **complaint electronically** and send it via email.

Who can file a complaint?

- a) A person who is or was receiving social services
- b) A legal guardian, custodian, or supporter of the person who is or was receiving social services
- c) A close person, if the person receiving the service cannot submit the complaint themselves due to health condition or because they have died
- d) A person authorized by the person receiving social services
- e) A household member of the person receiving services who is legally authorized to represent them
- f) An employee of the social service provider (referred to collectively as the “complainant”)

What should the complaint include?

- First and last name of the complainant
- Identification of the service user the complaint concerns
- Whether the complainant is the service user or their relationship to the service user (see list above)
- Authorization document, if filed by an authorized representative
- Complainant’s address or email to send the response
- Date of the complaint submission
- Description of the complaint – a detailed account of the situation, ideally including exact wording/statements
- Signature of the complainant

Anonymous complaints or complaints missing the necessary information will only be considered suggestions and will not be processed as formal complaints due to lack of identifying data necessary for written response.

Deadlines and Language

- A complaint must be submitted within **1 year** from the event
- A response will be provided within **30 days** of receiving the complaint

Complaints can be submitted in **Czech, Russian, Ukrainian, Mongolian, or English**.

If using another language, the client must arrange a **translator** or **interpreter**.

You may also request a review by the Ministry of Labour and Social Affairs

You can contact the Ministry **within 60 days** of receiving the provider's written response if you disagree with the resolution or if the complaint was not resolved within the given timeframe.

Contact:

Ministry of Labour and Social Affairs of the Czech Republic

Na Poříčním právu 1/376, 128 00 Prague 2

Phone: +420 950 191 111

Email: posta@mpsv.cz

You must state the reason for requesting the review in your submission.

Other institutions you may contact

Legal representative of the founder:

Bishopric of Hradec Králové

Velké náměstí 35, 500 01 Hradec Králové

Phone: +420 495 063 611

Email: biskupstvi@diecezehk.cz

Public Defender of Rights (Ombudsman):

Údolní 39, 602 00 Brno

Phone: +420 542 542 888

Email: podatelna@ochrance.cz

All your complaints, suggestions, feedback, or wishes are valuable to us and help improve the quality of our services.