

# THE RULES AND WAYS OF PROVIDING A SOCIAL SERVICE





Professional social counselling aims to provide foreigners living in the territory of the capital city of Prague with key information regarding their integration into Czech society and help them with solving predefined life situations. In most cases, this includes topics related to employment, education, social security, healthcare, and housing.



## WHO ARE OUR CLIENTS?

### THIRD-COUNTRY (NON-EU) NATIONALS with one of these types of residence permit:

- long-term residence;
- permanent residence;
- a long-term visa;
- temporary residence permit for a family member of an EU citizen;
- in proceedings to obtain:
  - a visa for the purpose of residence in the territory on sufferance;
  - a long-term residence permit;
  - a permanent residence permit;
  - a temporary residence permit of an EU citizen's family member;
- persons granted international protection – recognised refugees and persons under subsidiary protection;
- persons granted temporary protection in accordance with Council Directive 2001/55/EC of 20 July 2001.

## WE CAN HELP YOU WITH:

- Looking for nursery, primary and secondary schools
- Recognition of foreign education (nostrification)
- Assistance when looking for physicians, housing
- Assistance when looking for work, and writing and editing CVs
- Information about health and social insurance
- Consultancy regarding marriage, births, deaths
- Professional help when communicating with authorities
- Pensions and social benefits
- Receiving permission to trade
- Basic advice on applying for citizenship
- Accompanying you to authorities and other public institutions

**The service provided is FREE OF CHARGE.**



# HOW TO MAKE AN APPOINTMENT?

The best way to get in touch with us is by phone or by email. If we are able to meet your requirements, we will schedule an appointment for a concrete date.



+420 252 543 846



info@icpraha.com

# WHAT TO EXPECT AT THE APPOINTMENT?

- One session takes approximately sixty minutes. We are ready to schedule another one if necessary.
- Counselling service is provided face to face in the ICP offices (Prague 1, Prague, 13, Prague 14) or online.
- Remember to bring your identification document with you to the first appointment (a passport, a residence permit).
- We can arrange a free interpreting service if necessary.

# OUR PRINCIPLES:



- 1 Discretion
- 2 **Free services**
- 3 Respect
- 4 Supporting clients' self-reliance
- 5 Professionality
- 6 Partnership
- 7 Dignity
- 8 Setting individual goals

# YOUR RIGHTS:

- Requesting a different assistant (social worker)
- Setting the goal of our partnership
- Giving feedback
- Privacy rights
- Personal data protection

# & RESPONSIBILITIES:

- Punctuality
- Apology in advance if missing the appointment
- Active participation in accomplishing the set goal
- Respectful behaviour

## PERSONAL DATA PROTECTION

- We hold only the data that are required by the rules of the project and the instructions of providing social services.
- We store only the information that is necessary for providing social counselling and solving your case.
- We follow the laws and regulations on personal data protection.
- All of our workers have the duty of confidentiality which is confirmed by their signatures. The obligation to confidentiality can be rescinded upon your request only or in case of statutory duty of disclosure.
- Detailed information on personal data processing can be found in a client's card or on our website [www.icpraha.com](http://www.icpraha.com).

## FEEL FREE TO GIVE US YOUR FEEDBACK

Tell us about your experience with the provided service in written or oral form. Your written feedback can be put into our **"mailbox of confidence"** installed in the entrance area of the ICP building, sent by email to [socialni@icpraha.com](mailto:socialni@icpraha.com) or by post to **Žitná 1574/51, 110 00 Praha 1**. Your oral feedback, be it positive or negative (complaints), can be given directly to the social worker, the service manager, and the ICP director. Complaints are usually handled by the consulting manager within 14 days after their registration. For further information, visit our website or contact us.

## CANCELLING THE SERVICE

**UPON YOUR REQUEST:** Whenever.

**UPON REQUEST OF THE ICP:** After failing to comply with your responsibilities.

If your service is cancelled by the ICP, you will always be notified of this fact, as well as the reasons why. Renewing the service is possible after 6 months.

## REGISTERED SOCIAL SERVICE

Integration Centre Prague, o.p.s provides the so-called registered social service (hereinafter referred to as the "service") which involves professional social counselling under registration number 8086240 (hereinafter referred to as "social counselling"). Its activities are regulated by Act No. 108/2006 Coll. and Implementing Regulation No. 505/2006 Coll. In addition, providing social counselling, the ICP respects the "Standards of the Social Service in ICP Professional Social Counselling" as well as its internal rules.



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