



Diecézní charita České Budějovice
PORADNA PRO CIZINCE A MIGRANTY
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Kanovnická 16, 370 01 České Budějovice
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Mission Counseling for Foreigners and Migrants (PCM)

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The mission (PCM) is to help to overcome the current unfavorable social situation in the personal affairs of foreigner and his close person, due to their residence to the Czech Republic.

Information, assistance or support in cases where:	We also offer:
Need help with the execution of a residence permit	Czech language course for adult
You don't know which agency to contact, how to fill forms	Arranging translation and interpretation services
Have problems with employment	Arranging legal assistance
Need help with finding accommodation	Food and material help in urgent cases
You have problems with health insurance and medical care	Credit fare, where justified
Need to get information about social benefits	Educational and multicultural events
You feel that your rights are violated	free internet for clients 1 hour/day
Don't know what your obligations	

Purpose of the Counseling for Foreigners and Migrants

- Client, who is oriented in the Czech social and institutional environment, in his rights, legitimate interests and duties, so that he can more easily resolve his unfavorable life situation
- Client, who is able to overcome his socially unfavorable situation in Czech republic alone in this part:
a) social b) health c) law d) foreigner

Target group: PCM provide services for foreigners, their family member and Czech citizen with relationship to foreigners from 15 years old.

Immediate capacity of service is 2 users.

PCM services are provided in the building Diocesan Charity České Budějovice, Kanovnická 16, 370 01 České Budějovice. **PCM opening hours are:**

Monday	8:00 - 12:00; 12:30 - 16:00
Tuesday	8:00 - 12:00; 12:30 - 16:00
Wednesday	8:00 - 12:00; 12:30 - 16:00
Thursday	8:00 - 12:00; 12:30 - 16:00
Friday	8:00 - 12:00; 13:00 – 16:00 – by appointment only

Social Services Quality Standards

Counseling activities are governed by the standards of quality social services. These standards, along with the methodological procedures and printed in folders. When you demand the right to inspect any such documents.

The principles of the services provided

- safeguarding the dignity of users in respect for human rights and fundamental freedoms
- help with maximum effort and without any form of discrimination to all users



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- respecting the rights of users and the risk of error
- application of individual approach (individual planning)
- mutual respect and respect between staff and users
- professionalism (expertise and experience)
- tax free service

Consultation with users, documentation

At the first contact, we made written record of contact there is about and consent to the collection and use of personal data. From this agreement can withdraw at any time. If you do not provide your personal informatik it may be kept anonymous (the fulfillment of social services that allows it). If you are a foreign nationality and langure do not understand czech, you have the right to an interpreter.

After agreeing with your co-operation is concluded oral contract for the provision of social services. Individual plan is drawn up, which is the aim of cooperation oand recorded after each contact with social workers carving out consultations Schedule. After the organisation you are entitled to inspect these documents. Employees of the social service are sworn to secrecy, reveal any informatik the learn in their work in counseling.

About this you are also informed by consulting notice boards in the rooms and Halley. There are published contacts with other organisations, which can be used.

After the use of counseling services you have the oportunity to fill questionnaires on the form answered if you are satisfied or not there is designed box guidance in the service.

Handling complaints In case of dissatisfaction with the quality of services or a way of providing you have the right to complain. Filing a complaint form does not affect the course of providing services. You can complain yourself or you can choose an independent representative person to act on your behalf. A complaint can be given orally or in writing form (letter, e-mail, fax, mailbox messages wishes and complaints in the hallway DCH.) If the complaint can be resolved on the spot, i tis resolved immediately. Getting to know this informatik you acknowledge his signature on the dokument „Consent to the collection and use of personal data.“

Cooperate is finish:

- once the target has been reached,
- after exhaustion of all contractual options
- after the user has been handed over to another institution, by mutual agreement on termination
- by repetition. Violation of established procedures for reaching a goal by a user or disguising achievement. Destinations by the user
- after repeated aggressive behavioral manifestations by the user (oral, physical)
- after acquiring Czech citizenship without any further connection of the user to foreigners (family members)
- If the user does not appear 3x for consultation, the collaboration is interrupted for the next 3 months

Users may terminate the agreements at any time without giving any reason. Social worker PCM only after consulting the team and with the permission of the project manager