
Social service provider

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Guidelines for providing social services in InBáze, z. s.

I. Preliminary Provisions

- (1) InBáze, z. s. is a registered provider of social services (hereinafter “services”) “**InBáze, z. s. – Odborné sociální poradenství**” and “**InBáze, z. s. – Sociálně aktivizační služby pro rodiny migrantů s dětmi žijící v hl. m. Praze**” (*Professional social counseling, hereinafter also “OSP”, registration no. 7998175 and Social activation services for immigrant families with children, hereinafter also “SAS”, registration no. 6141389, respectively*). Provision of the stated services is governed by Act no. 108/2006 Coll., on social services, and decree no. 505/2006 Coll., including related legal regulations and further by the provider’s Quality Standards for Social Services and internal regulations.
- (2)
 - a) The OSP service is provided on an ambulatory basis in the Provider’s facilities or in the form of accompaniment or assistance outside of these facilities.
 - b) The SAS service is provided on an ambulatory basis in the Provider’s facilities or in the form of accompaniment or assistance outside of these facilities or in the natural environment of the User.
- (3) The services stated in section 1 are provided free of charge.¹
- (4) The services stated in section 1 are generally provided during working hours of the Provider on the basis of a prior appointment.

II. Rights and Obligations

- (1) With an arranged consultation (appointment) the User shall arrive at the specified time and place. If the User cannot arrive, he/she must excuse himself/herself in advance. The same applies for the Provider’s employee.
- (2) The User and the Provider’s employee determine **objective of the service**. The User has the right to modify the objective of the service at any time during its provision. The User **actively cooperates** on the fulfillment of his/her objective.
- (3) The User and the Provider’s employee treat each with **politeness** and mutual **respect**.
- (4) The Provider’s employee records each act performed in favor of the User into the electronic database ARUM. The User has the right to **view** these records.
- (5) The Provider is bound by **confidentiality** – he works with the User’s personal and sensitive data in a manner which prevents from their disclosure or misuse. He may be relieved from the confidentiality obligation solely by the User. This does not apply to the disclosure requirements imposed by law.
- (6) The User has a right to request a replacement of the employee who is providing the service for the Provider (subject to service capacity).
- (7) The User has a right to express **complaints** on the course of the service provision. For submitting a complaint he/she may select a representative. The complaint may also be submitted anonymously. The User may express the complaint in the following ways:
 - a) orally at the registered seat of the Provider (InBáze, z. s., Legerova 357/50, 120 00 Prague 2) to the director of social and legal department, or to the director of the association;
 - b) in writing, inserting the complaint into a box designated for feedback and complaints which is located in the Provider’s facilities;
 - c) in writing, sending the complaint to the association’s Supervisory Board using e-mail rada@inbaze.cz

¹ Exceptions are optional services of SAS - **Art Studio InBáze (“Ateliér”)**, **Club In** and **Intercultural club**, where upon prior notice the User bears certain costs, e.g., travel cost, meal allowance, accommodation, entry fees, etc. up to 100%.

A complaint submitted in accordance with section (a) to (c) shall be treated within 30 days and the result shall be communicated to the User using the method he/she specified in the complaint (shall it be possible). The result of an anonymous complaint shall be posted on the noticeboard in the registered seat of the Provider for a time period of 30 days.

Shall the User be dissatisfied with the result of his/her complaint, he/she may turn to the **Prague City Hall, department of public health, social care and prevention** (Odbor zdravotnictví, sociální péče a prevence), Charvátova 145/9, 110 01 Prague 1.

III. Anonymous Provision of Services

- (1) In justified cases the social services stated in Art. I(1) may also be provided to a User who did not provide some or all of his/her personal data. In such case **the service is provided** to the User **anonymously**. The User is assigned with a code under which the information on the provided services is recorded.
- (2) The service provided pursuant to section 1 may be provided in limited form due to the lack of personal data, which may prove to be indispensable for the provision of the service in its entire extent.

IV. Service Termination

- (1) The User may terminate the provision of the service at any time without specifying the reason.
- (2) The Provider may terminate the service solely in cases determined below:
 - a) the User ceased to fall within the target group of the service;
 - b) the User's matter in question can no longer be solved within the provided service (in such case a different service is offered to the User, if applicable);
 - c) the User is seriously breaching the guidelines of the provided service (a serious breach is understood as a repeated breach of guidelines with disregard to prior notification from the Provider);
 - d) the User physically or orally assaults an employee of the service.
- (3) The termination of the service's provision from the Provider's side is decided by the **responsible employee of the service** (lawyer, social worker, psychologist, etc.) and the **director of social and legal department**.
- (4) The User is notified on the termination of the service orally (if applicable) and simultaneously with a written **decision on the termination of the service provision**, which is delivered to the User in person (if applicable), by post or electronic form.
- (5) The decision according to section 4 includes:
 - a) the reason for the service termination, and
 - b) a period during which the service will not be provided to the User.

After such period the User may reapply for the provision of the service. A record about the termination of the service provision (both from the side of the User or Provider) is made in the User's file.



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