

Information on services provided by counselling office for migrants and refugees

What do we do?

We provide services of expert social counselling for foreigners who decided to live in the Czech Republic and encountered situations that they cannot solve on their own.

We offer **FREE OF CHARGE**:

- counselling in these areas:
 - RESIDENCE IN THE CZECH REPUBLIC – submitting a residence permit application, administrative proceedings, appellate proceedings
 - HOUSING/ACCOMMODATION – looking for accommodation, terms of an accommodation contract
 - EMPLOYMENT – searching for a job, getting a trade license, establishing a business, employee's rights and obligations
 - EDUCATION – nostrification, admission to study at a Czech school
 - HEALTH INSURANCE – commercial, public, rights and obligations of the insured
 - SOCIAL SECURITY – social benefits, social services
 - and more, ex. getting or changing a driver's license, verification and legalization of documents, power of attorney, etc.
- **accompaniment and interpreting** – ex. at MOI Offices of Department for Asylum and Migration Policy, at health insurance companies, at labour offices, at the Tax office, at an executor's office, at school, etc.
- **legal counselling related to foreigner's residence in the Czech Republic**

What will happen when you decide to use our services?

We will agree on the aim of our cooperation and we will make an oral or written contract.

What are the rules of our cooperation?

- • It is necessary that you participate actively to resolve your situation.
- • We need you to inform us of all facts that are important to solve your situation.
- • Respect the dates and times of the appointments.

Who are our employees?

Social workers, social service workers, lawyer.

Where can you find us?

We provide counselling regularly at these places: Counselling office for migrants and refugees:

- Prague – Londýnská 44, Praha 2, open Monday and Thursday 9:00-12:00, 12:30- 16:30 Friday 8-13 (for Ukraine citizens)

Consulting rooms at MOI Offices of Department for Asylum and Migration Policy:

Arcidiecézní charita, Poradna pro migranty a uprchlíky, Londýnská 44, 120 00 Praha 2 – Vinohrady,
Tel.: 224 813 418, fax: 224 813 413 E-mail: migrace@praha.charita.cz,
www.praha.charita.cz

- Prague – Cigánkova 1861/2, Prague 4 Chodov, open Mon/Wed 8-17 and Tue/Thu 8-15, Fri 8-12 (for Ukraine citizens)
- Prague – Žukovského 888/2, Praha Ruzyně, open Mon/Wed 8-17 and Tue/Thu 8-15, Fri 8-12 (for Ukraine citizens)
- Prague – Kolbenova 942/38a, Praha 9 Vysočany, open Mon/Wed 8-17 and Tue/Thu 8-15, Fri 8-13 (for Ukraine citizens)
- Prague – Pekařská 641/16, Praha 5, open Mon/Wed 8-17 and Tue/Thu 8-15, Fri 8-13 (for Ukraine citizens)

How else can you contact us?

Arcidiecézní charita Praha – Poradna pro migranty a uprchlíky, Londýnská 44, 120 00 Praha 2,
Tel.: +420 224 813 418 E-mail: integrace@praha.charita.cz

When can we refuse or terminate providing our services?

- You refuse to participate actively on resolving your unfavourable social situation.
- You behave aggressively, or you are under influence of alcohol or drugs.
- You do not fall into the target group of our counselling office.

What can you do when you are not satisfied with our services?

- You can ask to be assigned to a different social worker.
- You can end the cooperation without stating a reason, but we will be glad to at least know that you are ending the cooperation.
- You can make a complaint.

How to make a complaint?

- Orally or in writing to an employee of the counselling center.
- By sending it to our address (P.O.Box 35, Praha 2).

We will respond to your complaint as soon as possible, no later than 30 days from receiving it.

You have right to make an appeal if you do not agree with the response. Your appeal is to be sent to the headquarters of ADCH at the adress Londýnská 44, 120 00 Praha 2.

You can also contact the Ombudsman at Údolní 39, Brno 602 00, or Czech Helsinki Committee at Štefánikova 216/21, Praha 5 – Smíchov 150 00.