

The Rules for the Provision of Professional Services InBáze, z.s.

Basic Information about the Professional Services of InBáze, z.s.

1. The InBáze, z.s provides the following professional services:
 - a. professional social counselling (legal, social, psychosocial),
 - b. social activation services for families of migrants with children living in the City of Prague,
 - c. assistance services for migrants and intercultural community work,
 - c. leisure programs for children and youth.
2. Services are provided either on the premises of InBáze, z.s and outside the organization (e.g. personal assistance).
3. To obtain the service, it is necessary to make either an order or submit an application or make an agreement with the responsible employee of InBáze, z.s..
4. The services are provided free of charge (the so-called optional services are an exception, where certain costs, such as tickets, accommodation, etc. are paid upon prior notice)

The Target Group and Clients of Professional Services InBáze, z.s.

1. Foreigners living in the territory of the Capital City of Prague (with or without respect to the type of residence permit), persons with a migrant background or citizens of the Czech Republic. The criteria vary according to the type of service.
2. Only a person belonging to the target group of a particular service can become a client of that service. 3. When registering for a service, it is necessary to fill in the appropriate forms depending on the type of service provided.

Rights and Obligations of Clients of Professional Services InBáze, z.s.

1. Obligation to appear in time for an appointment or activity and apologize for any absence in time (7 days in advance for paid services).
2. The obligation to actively cooperate with the staff on a common goal.
3. Obligation to respect the principles of decent behaviour and respect each other (client and worker).
4. Obligation to comply with InBáze, z.s. instructions of employees, opening hours and rules of CC.
5. Do not make audio or audio-visual recordings from the provided services without the Provider's permission
6. The right to inspect written records kept by the Provider about the client.
7. Right to request a change of assigned worker in justified cases.
8. Right to complain of the course of service provision.
9. The right to provide the service in an anonymous form, if the type of service so permits.
1. 10.Right to apply for a discount on services subject to a fee.

Rights and Obligations of the Provider

1. The right to record in writing every act in favour of the client in the ARUM electronic database or other electronic database depending on the project.
2. Obligation to maintain **confidentiality** and to handle sensitive data in such a way that they do not leak. Exceptions are situations where the client gives his consent or is subject to statutory reporting obligations.
3. Obligation to inform the legal representative in the case of minor's health problems.
4. The legal guardian may be required to take it in person and at his own expense, in the event of minor's repeated or severe failure to follow the instructions. There is not an entitlement to the refund of a proportional part of the contribution.
5. The right not to comply with the client's request for the provision of the service in anonymous mode if this would lead either to the decrease in the quality of the service or to the threat to health and safety. Otherwise, this is possible in limited form and for the necessary time.

Discontinuation of the Provision of Professional Services InBáze, z.s.

1. The provision of services may be terminated both by the client (legal guardian) and the Provider.
2. The Client may terminate the service at any time without giving any reason.
3. The service may be terminated if the client: does not belong to the target group of the service, his order cannot be fulfilled, he/she seriously violates his / her obligations or physically or verbally attacks an employee of InBáze, z.s.
4. The termination of the Service by The Service Provider is decided by the responsible employee of the Service; the Client is informed about the reasons both verbally and in writing with justification.
5. The Provision of the Service by the Provider may be terminated for a maximum of 3 to 6 months.

Final Provisions

1. The rules apply to all registered clients of professional services of InBáze, z.s from 1.9.2019.
2. **Clients are familiar with the shortened version of the rules.**
3. The full wording of The Rules for the Provision of Professional Services InBáze, z.s. can be found on the website www.inbaze.cz and in the register of social service providers www.iregistr.mpsv.cz.