Rules for Providing Basic Information Service

At the Centre for Foreigners of the South Moravian Region, z. ú.:

centre for foreigners jmk

Spolufinancováno Evropskou unií

1. Basic Information Service (hereinafter only as ‘service’)

1.1. The service is intended for people with foreign citizenship (EU citizens, third country citizens who have a residence permit for more than 90 days in the Czech Republic).

1.2. The service is offered free of charge by intercultural and case workers of the Centre (hereinafter only as Centre staff).

1.3. The client registers by filling out a registration form as instructed by the Centre staff.

1.4. The service is also offered to public administration staff, schools, and other institutions.

1.5. The service is available in the form of personal, telephone, or email consultations in the Centre for Foreigners JMK (Kounicova 13, Brno) and via the Centre staff in the South Moravian region.

1.6. The service also includes the option of escorting the client and offering interpreting services (see point 2).

1.7. The clients can come without prior reservation from Monday to Thursday within the current operating hours of the Centre on **Kounicova 13, Brno**. Consultations outside of Brno are possible only by prior arrangement with the Centre staff in the South Moravian region.

1.8. **The operating hours of the Centre for Foreigners JMK:**
Mon 8:00 - 18:00, Tues 8:00 - 15:00, Wed 9:30 - 18:00, Thurs 8:00 - 15:00,
Fri* 8:00 - 15:00 *only with prior arrangement.

1.9. If the client does not speak the offered languages **(Czech/English/Ukrainian/Russian/ *Arabic, *Vietnamese and *Korean *only with prior arrangement)**, they must find an interpreter.

1.10. **The maximum length of a consultation is 30 minutes.** If the client anticipates they will need more time, an appointment is required in advance.

1.11. In case of a late arrival to an appointment set up in advance, the duration of the appointment is not extended. The consultation will end according to the agreed upon time frame.

1.12. The number and frequency of the consultations are set individually according to the needs of the client. The Centre staff set them up by assessing the situation of the client.

1.13. The service is not a substitute for expert consultations. If necessary, the Centre staff can refer the client to an expert or provide contact information to a different organization.

1.14. The client may terminate the cooperation at any time without giving a reason via telephone, verbal, or written notification.

1.15. The Centre staff is obliged to maintain confidentiality about all facts they learn from the client even after the end of the cooperation, with the exception of legal reporting obligations. The transfer of client information to third parties is only permissible with the consent of the client.

1.16. The relationship between Centre staff and the client is professional, they do not establish friendly or intimate relations. The Centre staff does not accept any gifts from the clients.

1.17. The client communicates with the Centre staff only via official communication channels (work email, telephone, or other communication channels).

1.18. The cooperation with the Centre is voluntary and the results depend on the active approach and the involvement of the client. The Centre staff is not responsible for solving the problems of the client. Their task is to provide support and guide the client to greater independence in dealing with their situation.

1.19. You can send all complaints and feedback to **feedback@cizincijmk.cz**.

2. Escorts with Interpreting

2.1. The Centre for Foreigners JMK offers assistance with interpreting when visiting government offices, hospitals, schools, and other public institutions for individuals that found themselves in a difficult life situation. These escorts can be reserved in person at the Centre, or by telephone or email.

2.2. The service is available in Ukrainian, Russian, English, Arabic, and Vietnamese.

2.3. The escorts are available only according to the current operation hours of the Centre for Foreigners and on individual dates by prior appointment.

2.4. The service is provided by the Centre's staff members, who are not professional interpreters. Any unintentional inaccuracies in interpreting shall not give rise to liability within the meaning of Section 5① of the Czech Civil Code.

2.5. The client is obliged to provide the date, place, and the purpose of the escort, their personal information and a valid Czech telephone number well in advance.

2.6. The number and frequency of escorts are set up individually, but in general the limit is five escorts that lead to the independence of the client.

2.7. Assigning a client multiple appointments with a doctor does not automatically justify accompanying them to all of those appointments. The decision to accompany depends on the specific situation and is assessed on an individual basis. Escorts must be booked separately for each appointment.

2.8. **The maximum length of an escort is 3 hours.** In individual cases and in cases of need it is possible to agree on a longer length of the escort.

2.9. **If the client is unable to attend on the agreed date, they are obliged to inform the Centre staff at least one day in advance.**

2.10. The Centre staff is not responsible for the outcome of the escort and does not note down any information on behalf of the client, such as appointments for further visits or treatment. Any questions for clarification should be directed to the on-site professional with the assistance of the Centre staff. After the appointment, the Centre staff is not authorized to provide additional explanations or answer additional questions about the ongoing accompaniment.

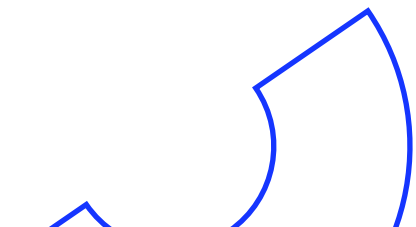
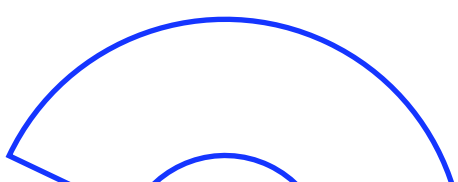
3. The Centre staff have the right to refuse to provide service or to terminate the cooperation:

3.1. In case of tardiness or failure to appear without serious reasons.

3.2. In the event of aggressive or arrogant behavior, verbal or physical assault from the side of the client.

3.3 If client shows signs of alcohol or drug abuse or illness.

3.4 Because of ethical reasons or if it would have a serious negative impact on their physical or mental health.

3.5. In the event that, without prior arrangement with the accompanying staff member, the medical treatment should include a surgical procedure. This shall not affect the continuation of cooperation with the client in other cases.

3.6. If the client records audio or video without the service provider's prior consent.