



**MOST PRO o.p.s.**

## **COUNSELLING CENTRE FOR FOREIGNERS - Information for interested person in service**

### **Our service:**

We help foreigners to overcome social, cultural, linguistic barriers by providing advice, information and accompaniment them for a purposeful life in Czech society.

### **OUR SERVICE ARE FOR:**

foreigners who live or work in Pardubice region, for who looking for help and informations during the enforcement own law. For foreigners who need to solve their difficult social situation.

### **OUR SERVICE CAN BE PROVIDED TO:**

a citizen of the Czech Republic who needs information from the field of foreign law.

### **The service is not intended for people who request:**

- Commercial services (e.g. investment),
- Professional advisory services, (e.g.. clinical psychologist, family counsellor)

### **OUR CONTACTS**

**You can come** personally, phone us or write an email.

Opening hours: Monday 9:00 – 17:00

Tuesday, Wednesday, Friday 9:00 – 13:00 (13:00 – 17:00 by appointment)

Address: **Pardubice**, 17. listopadu 216

**Ústí nad Orlicí**, Mistra Jaroslava Kociana 53 (by appointment)

Email/web site: [info@mostlp.eu](mailto:info@mostlp.eu), [www.mostlp.eu](http://www.mostlp.eu)

Phones: 467 771 170, 773 223 453 (Czech), 774 412 164 (English), 773 546 329 (Russian), 608 663 251 (Vietnamese), 777 307 193 (Mongolian), 724 946 001 (Romanian), 774 453 195 (Bulgarian)

### **You can met us also outside the provide room**

Workers with interpreters provide service in the territory of Pardubice and Pardubice region after agreement. The service can be arrange on the above mentioned phones.

### **Our principles**

- **Personal approach.** We appreciate the uniqueness of every person, his needs and ideas.
- **Independence.** We respect freedom of decision and action
- **Fairness.** We approach everyone honestly and politely.
- **Tradition.** We help since 1998.
- **Free of charge.** We provide the service free of charge, including interpreting.

### **With whom we can help**

- Residence in Czech republic
- Labour-law relationship
- Mediation of housing
- Health care
- Health insurance
- education
- social system e.g.

We provide counselling, skills training, accompaniment and assistance to the authorities, doctors,

schools, employers, apartment owners, etc.

## **PROVIDING OUR SERVICE**

We will help you with solve your situation. We will give you the necessary information and we will discuss together how we will proceed. We plan the tasks that we do, and we'll discuss what you can do for solve your situation.

If you want, we'll make a **written agreement**, if you don't request we will make oral agreement.

The worker always makes **records** about your collaboration. We use this record for better communication with you and for help you in your situation. At any time, you can ask the worker for insight into your person's records.

If you don't want to record your name, the records will be **anonymous**.

You can **end** our service anytime without any reasons.

## **GUARANTEE**

- **The same approach for everyone.** We approach everyone equally regardless of country of origin, ethnicity, economic situation, religious and political beliefs.
- **Protection of personal data.** We need your letter of approval if we want to record your personal data. We do not share personal information with anyone else, it only serves for a good resolution of your case and the processing of our organization's statistics. Bud we have legal obligation – if we find out that you make serious crime, we have to report it to the police.
- **Professionalism.** All workers have the necessary education and qualifications.
- **Free decision-making and negotiation.** Work doesn't make decision, worker give you different possibility, bud final decision is up to you. The worker gives you space to act independently and learn new skills.
- **Right to complain about the quality of provided service.** If you are not satisfied with our service, you can complain, orally or in writing form.
- **Possibility to change the worker.** If you are not satisfied with the worker you are dealing with, you can ask for another.
- **Dignified behaviour and discreet environment.**  
Service is provide in separate room, just with the social worker and in need with interpreter. The worker does not interrupt the consultation with you true the other actions (telephone or personal), worker always behaves politely.

## **We expect from you**

- Your activities during do task
- Adherence to the counselling opening hours and meeting times.
- Good behaviour to all our staff.

verze k 23. 4. 2017