



## Most pro o.p.s., service Rodina pod Mostem Information for candidates

We are here for you for free, the organization's activities are financed by public subsidies and sponsorships.

### OUR OFFER

- Familiarization with the Czech environment, traditions and values.
- Help to children when they joining new school, with dependent duties and integration into collectives.
- Support of searching for additional services (as help with registration to free clubs, doctor services, etc.)
- Support with raising child, their health care and spending free time
- Help with solving problems with accommodation, employment, debts, households.
- Information about residence permits in Czech Republic.
- Interpreting in Ukrainian, Russian, Mongolian, Vietnamese, Bulgarian, Romanian or English.

## SERVICES CAN BE USED BY

- families of foreigners with children in an unfavorable life situation, which they cannot solve without help,
- families of foreigners who struggle to orientate in the Czech society and this has an adverse effect on their children.

Service is not for families, where one of the parents is Czech citizen and when children are integrated in the Czech environment.

## WHAT TO EXPECT WITH US

If you will decide to use our service, we will conclude an agreement together. We will set your goals and how we will collaborate. We will meet each other on a regular appointment to tackle the steps and tasks that will help us improve your situation. Our cooperation will end when we succeed in achieving the goal we have planned, or whenever you decide to end our cooperation. You usually work with same worker.

Worker always make a notes about a meeting. This notes are serve for better work and it help us to improve your situation. If you want, you can take a look into your notes.

## THE PRINCIPLES WHAT WE FOLLOW

- We will be happy to help you solve your situation. We will listen to you and together we will agree on how to proceed. We will give you the necessary information, we will help you with the steps that need to be taken. We will always leave the decision on how we will solve your situation up to you. We will guide you so that you can do as many activities as possible yourself.
- If you wish, we will conclude a **written agreement** with you on the provision of the service. If you do not ask, we will agree with you verbally.
- The worker always writes **records** of cooperation with you. We need them to help you solve your situation as best and as quickly as possible. At any time, you can ask a worker to view the records about you, after two years we delete the records completely.
- You can **terminate** the service at any time without giving reasons, but you can contact us again later.

## THE PRINCIPLES WHAT WE FOLLOW

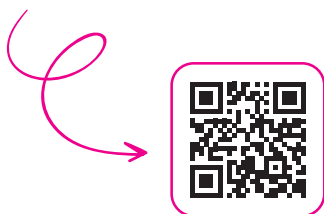
- **Equal approach to everyone.** We treat every person equally, regardless of country of origin, ethnicity, economic situation, religious and political beliefs, etc.
- **Protection of personal data.** We will definitely not pass on your information to anyone else. However, we have a legal duty - if you tell us you are planning or have committed a serious crime, we must tell the police.
- **Free of charge.** The service is provided free of charge, including interpretation.
- **Professionalism.** All workers have the necessary education and qualifications.
- **Individual approach.** We always take into account the specific circumstances of your situation.
- **Free decision and taking action.** The worker does not decide on a solution to your situation, he will only suggest ways to solve it.
- **The right to file a complaint.** If you are not satisfied with the service provided, you can make a complaint, verbally or in writing.

- **The possibility to request another worker.** If you are not satisfied with the worker who works with you, you can request another one.
- **Dignified treatment and a discreet environment.** The meeting takes place in a separate room with only an employee of the counseling center and possibly an interpreter.

## WHAT WE EXPECT

- Fulfillment of agreed tasks.
- Adherence to agreed times of appointment.
- Decent behavior and good manners towards all our workers.
- Do not consume alcohol or other narcotics before or during an appointment.

You can find more information about the service, such as its mission, goals and principles, at [mostpro.cz/english](https://mostpro.cz/english) or ask our staff.



## WHERE AND WHEN we can meet

In our organization at the address 17. listopadu 216, Pardubice  
or at your home or another place (school, offices, etc.)

**MONDAY AND WEDNESDAY 9<sup>AM</sup> – 4<sup>PM</sup>,**

**TUESDAY, THURSDAY AND FRIDAY 9<sup>AM</sup> – 12<sup>PM</sup>**

**We recommend reserving an appointment in advance.**

## CONTACT

WEB: [www.mostpro.cz](http://www.mostpro.cz)

E-MAIL: [info@mostpro.cz](mailto:info@mostpro.cz)

ADDRESS: 17. listopadu 216, Pardubice

Eliška Víšková, DiS. +420 777 306 998 / [eliska.viskova@mostpro.cz](mailto:eliska.viskova@mostpro.cz)



## Interpreters

English +420 774 412 173

Russian +420 773 546 329

Vietnamese +420 608 663 251

Bulgarian +420 774 453 195

Mongolian +420 739 423 778, +420 604 270 098

Romanian +420 725 936 654

Ukrainian +420 725 936 571, +420 777 307 193

## EXPRESSION OF INITIATIVE FOR CHANGE, PRAISE, COMPLAINT

We are happy for every comment you give us about our work and the activities of the organization. If you are not satisfied with our service, **YOU CAN COMPLAIN.**

Your complaint can be about any problem, for example that the worker gave you bad advice, did not treat you politely, did not give you enough time or spoke in an unintelligible manner. You can submit a complaint in writing by post (address: 17. November 216, 530 02 Pardubice), or put it in the mailbox on the ground floor of the building (the mailbox is marked with the name of the organization Most pro o.p.s.), or in the mailbox by the door on the 2nd floor. You can also send a complaint by e-mail to the address [info@mostpro.cz](mailto:info@mostpro.cz), call one of the above numbers or tell any of the employees present in the office in person. If you want, someone close to you can file a complaint on your behalf.

Describe what or who you are complaining about and when the incident happened.

Also enter your name and address. If you do not want to give your name and address, you can complain anonymously. You can file a complaint in Czech, English, Bulgarian, Vietnamese, Mongolian, Romanian, Russian and Ukrainian. If you bring an interpreter with you, you can file a complaint in another language.

The worker will tell you who will handle the complaint and how we will give you a statement on the complaint. The deadline for comments is 30 days. The statement on the anonymous complaint will be posted after the 30-day period has expired on the bulletin board in the organization's corridor for at least another 14 days.

If you are unsure about making a complaint to the council, ask one of our staff. He will be happy to help you. Filing a complaint will not endanger you in any way, you can continue to use the service.