

REGULATIONS

The functioning of the Multicultural Centre (MC) in Krakow, including the Information Point for Foreigners (IP):

The overriding principle of these rules, which is followed by all employees and volunteers of the Multicultural Centre (MC) and Information Point (IP), is to respect the dignity of others and to provide help and support to MC and IP beneficiaries without any prejudice due to age, origin, place of residence, education or social status.

No political propaganda, promotion of religious group activities or commercial activities are permitted in the MC and IP.

Employees and volunteers of the MC and IP:

- must perform their duties fairly and impartially, using their knowledge and skills to the best of their ability,
- must always act lawfully and without undue delay, with sensitivity to the people for whom they are providing services, with the best will and without emotion, while treating beneficiaries of their activities in similar circumstances in the same way,
- must remain open to cooperation and to making use of the experience and knowledge of their colleagues, and in the absence of specialist knowledge, seek the advice of experts.

Staff and volunteers shall make every effort to ensure that their conduct is open, understandable and free from suspicion of any form of self-interest or corruption, in particular:

- they shall treat all people equally in the performance of their tasks and not give in to any pressure,
- they shall not allow any suspicion of a link between public and private interests,
- they shall not undertake any work or activities which conflict with their official duties,
- they shall not accept from prospective or current beneficiaries any material or personal benefit, or the promise thereof,
- they shall not disclose or use confidential information for financial or personal benefit, either during or after their employment with the MC.

Employees and volunteers are politically neutral in the performance of their duties, i.e. they do not publicly express their views or political sympathies in the workplace. They reliably carry out their tasks and duties irrespective of their beliefs and political opinions, distance themselves from any political influence or pressure which may lead to biased action, and do not engage in activities that could serve political groups.

1. THE MULTICULTURAL CENTRE (hereinafter the MC) was established following the outcome of a public task competition titled “The Multicultural Centre” for activities aimed at the integration of foreigners announced by the Mayor of the City of Krakow.

- 1.1. The MC, under which the Information Point (the IP) operates, will be open from Monday to Friday during the hours indicated (8 hours a day) and the IP from Monday to Friday (10 hours a day), and the IP will also be open on the last weekend of each month (5 hours a day).
- 1.2. All activities in the MC will be carried out in accordance with the accepted schedule of the MC, which will be published on the MC’s website and social media channels, with a minimum of two activities per month, taking into account that a minimum of one activity per month will take place at the weekend.
- 1.3. The activities of the MC shall in particular address:
 - A. Increase of civic involvement of foreigners and national and ethnic minorities living in Krakow and their integration with the residents of Krakow;**
 - B. Educational support for foreigners and national and ethnic minorities living in Krakow.**

- 1.4. The MC and IP tabs at www.otwarty.krakow.pl, the MC and IP accounts on Facebook, Twitter, Instagram and YouTube, in cooperation with the Multiculturalism and Social Projects Unit of the Department of Social Policy and Health, will be operated as part of the MC.
- 1.5. All information on the website, fanpages and events will be published in at least four languages: Polish, English, Ukrainian, Russian, unless the medium used does not allow it.
- 1.6. The MC Coordinator will be in regular contact with the Multiculturalism and Social Projects Unit of the Department of Social Policy and Health, systematically sending all necessary information on the MC and IP to otwarty@um.krakow.pl, in particular regarding the announcement of IP on-call time, events, meetings, social activities and information and promotion activities organised by the MC.
- 1.7. For the MC purposes, an e-mail box will be created, which will be operated by the MC Coordinator.
- 1.8. In addition, an information telephone will be launched within the MC, which will be operated by the MC Coordinator on Tuesdays from 10:00 AM to 2:00 PM and Thursdays from 2:00 PM to 6:00 PM, and on the remaining days you will be able to leave a message on the MC automatic secretary.

2. THE INFORMATION POINT FOR FOREIGNERS (hereinafter the IP)

§1

Services provision

As part of the IP activities, advice will be provided on:

1. Services offered by the Municipality of Krakow in the area of:
 - 1) education;
 - 2) health services;
 - 3) culture;
 - 4) social services;
 - 5) labour market, residence registration, employment, benefits provided to the unemployed and persons in emergency situations;
 - 6) obtaining a driving licence, a PESEL number, birth and death registration;
 - 7) social assistance and family benefits;
 - 8) disability;and
2. Matters as follows:
 - 1) assistance to victims of discrimination or violence;
 - 2) renting a flat and rent regulations in Poland;
 - 3) free and commercial courses for foreigners in Krakow;
 - 4) other important everyday matters.
3. General information on procedures related to the legalization of stay, obtaining a Pole's Card, obtaining citizenship and a work permit.

§2

Organisation

1. The IP shall be open from Monday to Friday from 9:00 AM to 7:00 PM (10 hours a day) and each last weekend of the month, Saturday to Sunday from 9:00 AM to 2:00 PM.
2. As part of the IP activities, it will be possible to obtain advice in Polish, English, Russian and Ukrainian, as well as to use the database of volunteer translators from other languages, depending on client needs.
3. Upon consultation, clients will be asked to complete an anonymous evaluation survey. It will be voluntary, but it will help us to improve the quality of the services provided and verify the effectiveness of the IP's work.
4. Current information on foreign affairs, new regulations, etc. will be posted on the IP social media channels and webpage.
5. The following shall be designated as part of the IP:
 - a) General Information Unit,
 - b) Legal Advice Unit.
6. The General Information Unit is responsible for the main activities of the Point, receiving

applications from beneficiaries (including verification of the criteria fulfilment for legal advice, which shall be confirmed so in the application form), their correct categorisation and implementation.

7. The Legal Advice Unit provides legal advice in cases redirected to it by the General Information Unit.

8. Employees of the General Information and Legal Advice Units organise periodic meetings during which they summarise and evaluate the work of the Point in the last period. The MC Coordinator may participate in the meetings.

§3

Applications review

1. Applications from the IP beneficiaries are categorised as follows:

- a) requiring information and general advice;
- b) requiring legal advice.

2. Categorisation is done by the General Information Unit. The General Information Unit is responsible for correctly categorising the applications they receive.

3. Applications requiring general information shall be handled by the General Information Unit.

Information and general advice shall be provided in a form adapted to the needs of the beneficiary (remotely, by phone, online, onsite) as soon as possible, taking into account the complexity of a given case.

4. Applications requiring legal advice are redirected to the Legal Advice Unit by the General Information Unit.

§4

General Information Unit

1. Assistance requiring general information or advice will be provided by phone, e-mail, online (in the form of conversations, meetings on communication platforms which are freely available and are free of charge, as well as through the MC social media channels), personally (depending on the epidemic situation, in the MC office). The form of communication will be determined individually and adjusted to the client's preferences, the case type and the MC capabilities.

§5

Legal Advice Unit

1. Case redirections.

1.1. The Legal Advice Unit shall provide legal advice to the beneficiaries of the IP in cases received from the General Information Unit or received during its on-call time that is referred to in paragraph 5, sec. 4.3 of these Regulations.

1.2. The Legal Advice Unit provides legal advice with due diligence, using the knowledge and experience of the Unit's lawyers. The Legal Advice Unit is responsible for exercising due diligence in handling cases received from the General Information Unit, in accordance with the procedure described in these Regulations. The Legal Advice Unit does not bear any responsibility for advice provided beyond the scope set out in this procedure.

1.3. If an application is categorised as requiring legal advice, the General Information Unit redirects the case to the Legal Advice Unit along with the application form filled in by a verified beneficiary.

1.4. Case redirections take place once a day.

2. Taking over a case by the Legal Information Unit takes place on the IP working day following the day on which the case was submitted by the General Information Unit.

3. The application form referred to in sec. 1.3. includes in particular the following:

- a) contact details of the beneficiary,
- b) the beneficiary's preferred method of communication (written advice, remote means of communication, onsite advice),
- c) a short description of the case with information whether there is a specified date in the case and an indication of the beneficiary's residence situation (legal stay, lack of documents constituting the basis for legal stay).

4. By using legal advice, the beneficiary agrees to:

- a) redirecting the case to the Legal Advice Unit,
- b) fulfilling the obligation to provide the lawyer with full and complete information on the case status,
- c) legal advice is based on the content of information and documents provided by the beneficiary,
- d) the lawyer provides advice with due diligence, taking into account their knowledge and experience
- e) the person who provided legal advice is responsible for its content,
- f) the GDPR declaration.

5. The content of the form and declaration will be available to the IP beneficiaries on the website and other IP and MC communication channels.

6. The order of providing legal advice and the time of processing the application.

7. The Legal Advice Unit provides advice according to the order in which cases are received.

8. Cases approaching the deadline or in which the beneficiary does not have the documents constituting the basis for their legal stay might be treated as priority.

9. The waiting time for legal advice depends on the number of received applications and the circumstances indicated in sec. 2.2.

2. Form of legal advice.

2.1. Legal advice is provided in either written or oral form (remote means of communication, face-to-face meetings).

2.2. The form in which legal advice is given to the beneficiary shall be decided by the person receiving the application in the Legal Advice Unit, taking into account the following factors:

- a) preference and time availability of the beneficiary,
- b) complexity of the case,
- c) residence status of the beneficiary,
- d) the beneficiary's specific needs (in particular their level of education, language skills, experience of discrimination or violence).

3. Scope and method of providing legal advice.

3.1. Legal advice is provided by or under the supervision of legal advisers. Legal aid does not include representation or defense before administrative offices and courts.

3.2. Additionally, once a week for 3 hours, a legal adviser is on duty. During the on-call time, legal advisers receive applications or provide information or legal advice directly, as long as the nature of the case allows it. Due to the pandemic, the on-call duty is performed via the remote means of communication. Depending on the current epidemic situation or the special needs of the beneficiary, the on-call duty may take the form of an onsite meeting.