

STATUE

OF THE FUNCTIONING OF THE MULTICULTURAL CENTRE (hereinafter MC) IN CRACOW AND THE INFORMATIONAL POINT FOR FOREIGNERS (hereinafter IPF)

The principle rule of the regulations which should be followed by all employees, volunteers and recipients of the Multicultural Centre and Informational Point is respect for the dignity of others without prejudice due to their age, origin, place of residence, education or social status. Additionally, MC and PIO employees and volunteers should provide assistance and support to beneficiaries.

Any political agitation and promotion of the commercial or religious formations activities are also prohibited within the scope of MC and PIO.

Employees and volunteers of the MC and PIO:

- should perform their duties reliably and impartially, making the best use of their knowledge and skills;
- should always act according to the law and without any delay, with the sensitivity to the person for whom they provide services, with the best will, not guided by emotions, treating the beneficiaries of their actions in similar circumstances in the same way;
- should be open to cooperation and using the experience and knowledge of colleagues, and in case of the lack of the specific knowledge, to use the help of experts.

Employees and volunteers should pay special attention to the fact that their actions ought to be open, understandable and free from suspicion of any form of self-interest or corruption, especially:

- in the tasks they perform, they should treat everyone equally and not to succumb to any pressure;
- should not allow for any suspicion of a connection between public and private interests;
- should not undertake any work or activity that interferes with the job duties;
- should not take any material or personal benefits or promises of that kind of benefits from future and current beneficiaries;

- should not disclose confidential information or use it for financial or personal gain, either during or after employment.

Performing the duties, workers and volunteers should be politically neutral - not publicly manifest their views and political sympathies in the workplace and performing official duties, reliably carrying out their tasks and duties, regardless of their own beliefs and political views, distancing themselves from any political influences and pressures that may lead to partisan actions, without engaging in activities that could benefit political groups.

I. The MULTICULTURAL CENTER was established as a result of the competition regarding a public task entitled: "Multicultural Center" in the field of activities for the integration of foreigners, announced by the President of Cracow.

1. MC is open five days a week at designated hours, however, due to activities carried out on weekends, individual days of operation will be regulated by a schedule of events posted on the website, and PIO from Monday to Friday (8 hours a day) from 9.00 a.m. to 5.00 p.m.
2. All activities in MC and IPF take place in accordance with the adopted schedule of MC and IPF activities, which should be published in the MC tab, on the website of Open Krakow and in the social media of MC and IPF, and in the case of MC, it is at least one activity per week, taking into account that at least one activity per month takes place on the weekend.
3. Activities of MC concern in particular:
 - increasing the civic involvement of foreigners living in Krakow, engaging them in activities for the local community and integration with the inhabitants of Cracow;
 - educational support for foreigners and representatives of national and ethnic minorities living in Cracow.
4. As a part of MC exist the MC and IPF tab on the website www.otwarty.krakow.pl, as well as a MC and IPF account on Facebook and Instagram, in cooperation with the Department for Multiculturalism and Social Projects of the Department of Social Policy and Health of the Cracow City Hall.

5. All information on the website, fanpages and in created events is published in at least four languages: Polish, English, Ukrainian, Russian, unless the medium used does not allow it.
6. The person coordinating the MC is in constant contact with the Department for Multiculturalism and Social Projects of the Faculty of Social Policy and Health of the Cracow City Hall, and systematically sends all necessary information regarding the MC and IPF to the following address open@um.krakow.pl, in particular regarding the announcement of IPF duties, events, meetings, social - informational and promotional activities organized within the MC.
7. For MC purposes, there is an e-mail operated by the person coordinating MC.
8. Additionally, the MC has an informational telephone which is operated by the person coordinating the MC during MC's working hours, and on other days it will be a possibility to leave a message on the MC's answering machine.

II. INFORMATIONAL POINT FOR FOREIGNERS (IPF)

Subject of services provided. As part of IPF's activities, advice is provided in the field of:

1. services offered by the Municipality of Kraków;
 - education;
 - health service;
 - culture;
 - social assistance and the use of family benefits;
 - labor market, registration, employment, services provided to unemployed and people in crisis situations;
 - obtaining a driving license, PESEL number, registration of births and deaths;
 - disability;
2. consultations that concern:
 - help for the victims of discrimination or violence;
 - apartment rental and regulations for renting premises and apartments in Poland;
 - free and commercial courses for foreigners carried out in Krakow;

- informacje dot. osób ze statusem UKR; information regarding people with UKR status
 - other important life matters.
3. General information on procedures related to legalization of residence, obtaining Karta Polaka (a Pole's Card), obtaining citizenship and a work permit.
4. Organization:
- The Informational Point is open from Monday to Friday from 9:00 a.m. to 5:00 p.m. (five days a week, 8 hours a day).
 - As part of PIO's activities, it is possible to obtain advice in Polish, English, Ukrainian and Russian and to use the database of translators - volunteers from other languages, depending on the needs of the beneficiaries.
 - After the realization of the report, the beneficiary is asked to complete an anonymous evaluation survey, which is voluntary, but will help improve the quality of services provided and verify the effectiveness of PIO activities..
 - Current information regarding foreigners' cases, new regulations, etc. is also posted on social media channels and the tab on the Open Krakow website dedicated to PIO.
5. As part of the PIO there is a division of:
- General Information Department;
 - Specialist Advice Department, including Legal and Psychological.
- 5.1. The General Information Department is responsible for the activities of the Point, accepting applications from the Point's beneficiaries (including verification of compliance with the criteria for obtaining legal advice), their correct categorization and implementation.
- 5.2. The Specialist Advice Department provides, among others: legal advice and psychological consultations in matters submitted by the General Information Department.
- 5.3. Employees of the General Information Department and the Specialist Advice Department organize periodic meetings during which they summarize and evaluate

the work of the Point in the past period. The person coordinating the CW may participate in the meetings.

6. Procedure for accepting applications from beneficiaries of the Point. Beneficiary reports are categorized as:

- requiring information and general advice;
- requiring specialist advice.

6.1. The categorization is done by the General Information Department. The General Information Department is responsible for correctly categorizing the report.

6.2. Reports requiring general information are handled by the General Information Department, providing beneficiaries with information and general advice in a form suitable for the beneficiary's needs (by phone, online, stationary), as soon as possible, taking into account the complexity of the case.

6.3. Reports requiring legal advice are directed by the General Information Department to the Specialist Advice Department, including a lawyer.

7. General Information Department:

- Advice requiring information or general advice will be provided by telephone, e-mail, online (in the form of conversations, meetings on communication platforms that are publicly available and free of charge, and contact on PIO social media channels), in person, at the PIO headquarters).
- The form of communication will be figured out individually each time and adjusted to the client's preferences, the type of case and the capabilities of the PIO.

8. Specialist Advice Department. Taking cases to the Specialist Advice Department, including a lawyer who:

- Provides legal advice to the Point's beneficiaries on matters received from the General Information Department or received during on-call duty.
- Provides legal advice with due diligence, using the knowledge and experience of the Department's lawyers.
- He is responsible for keeping the diligence in handling matters received from the General Information Department, in accordance with the procedure described in these Regulations.

- No liability is accepted for advice provided outside the scope specified in this procedure.
 - If a report is categorized as requiring legal advice, the General Information Department transfers the matter to a lawyer.
 - Cases are transferred once a day, from Monday to Friday.
9. Cases are accepted by the Specialist Advice Department on the working day of the PIO following the day on which the cases were transferred by the General Information Department.
10. By seeking legal advice, the beneficiary gets to know the information and agrees to:
- transfer of a case to the specialist,
 - fulfilling the obligation to provide the lawyer with full and comprehensive information about the state of the case,
 - legal advice is based on the content of information and documents provided by the beneficiary,
 - the lawyer provides advice with due diligence, according to his knowledge and experience,
 - the person who provided legal advice is responsible for its content,
 - RODO information clause.
11. The lawyer provides advice in the order in which cases are received.
12. Cases in which the deadline is running or the beneficiary does not have documents constituting the basis for legal stay may be handled first.
13. The waiting time for processing the application (providing legal advice) depends on the number of applications received and the type of case.
14. Form of providing specialist advice:
- specialist advice is provided in written or oral form (means of distance communication, personal meetings),
 - the form of providing specialist advice to the beneficiary is decided by the person accepting the application in the Specialist Advice Department, taking into account the following factors:
 - beneficiary's preference and time availability

- level of complexity of the case
- status of beneficiary's residence
- special needs of the beneficiary (in particular: level of education, language knowledge, experience of discrimination or violence)

15. Range and method of providing legal advice:

- Legal advice is provided by or under the supervision of legal advisors.
- Legal assistance does not include appearing before offices and courts as a representative or defender
- Additionally, the legal advisor is on duty once a week for 3 hours, during which he receives reports or provides direct information or legal advice, if the character of the report allows it.

16. Issues that are not addressed in the PIO regulations are decided by the person coordinating the PIO in Krakow.

Annex 1 to the Regulations

**REGULATIONS FOR THE USE OF THE PREMISES OF THE MULTICULTURAL
CENTER LOCATED AT ZABŁOCIE 20 STREET IN CRACOW**

Good morning, good to see you! Welcome to the Multicultural Center, which is a common space and it is important that we all take care of this place! Please remember that during your stay in the Center there may be people/employees sharing the common space. We try not to disturb other people in their work.

Here are some rules to help with this:

- The Multicultural Center in Cracow is a place open to people who take part in events taking place there free of charge.
- People participating in events should be guided by the principles of respect for the dignity of others, without prejudice due to their age, origin, place of residence, education, views or social status.
- People attending the Multicultural Center in Cracow should behave kindly and respectfully towards other event participants.
- Consumption of alcohol and smoking cigarettes, including electronic cigarettes, is strictly prohibited on the premises of the Multicultural Center and the Information Point for Foreigners.
- People under the influence of stimulants, violating the regulations, being aggressive, threatening the safety and health of others and do not follow the instructions of the Center's employees will be asked to leave.
- People using the space and resources of the Multicultural Center in Cracow should comply with safety, fire, order and occupational health and safety rules.
- The toilet, kitchenette and common space are available to all people using the space of the Multicultural Center in Krakow. It's a shared space, so everyone should leave it tidy.

- Items and equipment are the property of the Multicultural Center in Krakow and can only be used on site, they cannot be taken out or taken away. In addition, people using CW resources should take care of the entrusted equipment and room furnishings - the person who does not comply with the rules of use is responsible for damage resulting from improper use of the room equipment.
- Pre-registration is required for events taking place at the Multicultural Center, via application forms available in Social Media and on the website of the Multicultural Center in Cracow. Participation in events is based on the order of applications.
- Persons under 16 years of age should be under the supervision of an adult guardian. The guardian is responsible for the minor participant.
- The Multicultural Center in Krakow does not insure people participating in events against accidents and is not responsible for injuries or accidents. When signing up for events, participants should be aware of their own health, physical and mental condition, and participate in events at their own risk.
- The Multicultural Center in Krakow does not undertake to guard or store items left on its premises and is not responsible for items left in these rooms.
- Issues not addressed in the regulations are resolved by the person coordinating the Multicultural Center in Krakow.
- People participating in events organized by the Multicultural Center in Krakow and using its space undertake to comply with the above regulations, as well as the regulations of the building A of the Social and Economic Innovation Cluster Zabłocie 20, in which the Center and the Point operate.
- The regulations of operation of the Multicultural Center, the Information Point and the Social and Economic Innovation Cluster are available in 4 languages on the website <https://otwarty.krakow.pl/> in the Multicultural Center tab and in a paper version at the Center's headquarters.