

You matter to us!



We welcome you to our social care home. We aim to make you feel safe here. That is why we have created a set of rules outlining what we will do to make you feel comfortable as our resident.

These rules apply to all adults staying at the premises: parents, carers, staff and other adults who come here.



Adults have a responsibility to:

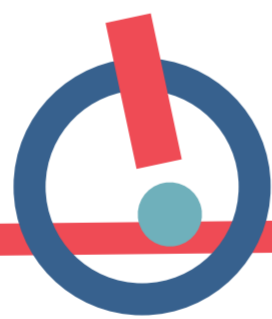
1. Patiently listen and answer your questions.
2. Explain what you do not understand.
3. Be kind and understanding to you at all times.
4. Make sure that you are given a translation if you do not understand and do not speak the language they use (e.g. Polish, sign language, etc.).
5. Treat you with respect and attention.
6. Respond to your requests you make and your needs.
7. Ask you for your opinion on everyday matters where you can make choices, and talk to you about important decisions that affect you.
8. Provide you with food and drink, clothing appropriate to the season, as well as a safe space and free time to rest.
9. Ensure that you can learn and develop your skills.
10. React and help you when someone is harming you.



What adults are not allowed to do:

1. No adult may shout at you, insult you, call you names, ridicule or humiliate you.
2. No adult may shake you, pull your hair, pull your ears, push you, beat you or use any form of physical violence.
3. No adult may touch you without your permission or force you into any other form of contact, unless it involves a life or health emergency.
4. No adult may take photographs of you or record you or publish such material without your consent. Exceptions to this are photos or videos showing groups of people and you are one of them.
5. No adult can use you for illegal work, begging, sending pictures of yourself or for other activities you do not want to do.
6. No adult can punish you by forbidding you to eat, drink, sleep or dress.
7. No adult may disclose information that concerns your intimacy or other sensitive matters. Such information can only be given to those authorised to do so, such as a psychologist, police officer or doctor, whose duty it is to ensure that your safety is taken care of.

Remember



- If something has happened that is worrying you, someone has hurt you or overstepped your boundaries, you can tell our staff member, the facility manager or another adult you trust. We will try to resolve the problem in a way that keeps you safe.
- Any report of suspected child abuse is taken seriously and is to be investigated whether it comes from you or an adult.
- If you are concerned about your safety, your report can be anonymous and your identity will not be revealed. You can report the matter anonymously by email:
- All information you provide is treated confidentially, unless a situation has arisen in which the facility staff are obliged to pass on information to the relevant authorities (police, court, social welfare, etc.).
- The social care home also has **rules for safe contact between children**, it is essential to read them. If you don't know where to find them, ask a staff member.
- If you want to talk to someone anonymously about your concerns, you can call 116 111, run by the Empowering Children Foundation. The phone, email, and chat service **in Polish** is open 24 hours a day, every day of the week. **In Ukrainian and Russian**, the phone and chat are open every day from 2 p.m. to midnight. Calls are completely free and anonymous. → www.116111.pl