

System of social services

Basic Types and Forms of Social Services

Social services include

- social counselling,
- social care services,
- social prevention services.

Forms of Providing Social Services

- Social services shall be provided as stay-in services, ambulatory services or field services.
- Stay-in services shall mean services including accommodation in social services facilities.
- Ambulatory services shall mean services provided in social services facilities to which a person is coming or to which a person is transported, where accommodation does not constitute a part of the service.
- Field services shall mean services provided to a person in such person's natural social environment.

Social Services Facilities

For the purpose of providing social services, the following social services facilities are established:

- day services centres,
- day care centres,
- week care centres,
- homes for disabled persons,
- homes for the elderly,
- special regime homes,
- protected housing,
- asylum houses,
- half-way houses,
- crisis centres,
- low-threshold day centres,
- low-threshold facilities for children and youth,
- hostels (homeless shelters),
- therapeutic communities,
- social counselling facilities,
- social therapeutic workshops,
- social rehabilitation services centres,
- early intervention services centres.

Intergenerational and integrated centres may be established by combining social services facilities.

Social Counselling

- Basic social counselling provides information to persons that contribute to resolving their adverse social situation. Social counselling represents the basic activity provided within all types of social services; social services providers shall always arrange for this activity. Specialized social counselling is provided according to the needs of individual social groups of persons in citizen counselling facilities, marriage and family counselling facilities, counselling facilities for the elderly, disabled persons, victims of criminal activity and family violence; it also includes social work with persons whose manner of life may lead to conflicts with the society. Lending compensation aids constitutes a part of specialized counselling.

Social Care Services

- Social care services assist persons to arrange for their physical and mental selfsufficiency, with the aim to enable them integration in the common social life to the maximum possible extent and, in the case that their health condition excludes such possibility, to arranged for them the dignified environment and treatment.

Personal Assistance

- Personal assistance is a field service provided to persons with reduced selfsufficiency due to their age, chronic ailment or disability, where their situation requires assistance of another physical person. The service is provided without time limitation, in the natural social environment of a person and it covers activities needed by a person.

Domiciliary Service

- Domiciliary service is a field or ambulatory service provided to persons with reduced self-sufficiency due to their age, chronic ailment or disability, and to families with children whose situation requires assistance of another physical person. The service provides the belowspecified acts in persons' households or in social services facility at the specified time.
 - assistance with the handling common self-care acts,
 - assistance with personal hygiene or arranging for personal hygiene conditions,
 - provision of food or assistance with arranging for food,
 - assistance with running a household,
 - mediating contacts with the social environment.

Emergency Assistance

- Emergency assistance is a field service providing non-stop distant vocal and electronic communication with persons exposed to permanent high risk to health or life in the case of sudden deterioration of their health condition or capacities.

Guiding and Reading Service

- Guiding and reading service is a field or ambulatory service provided to persons with reduced capacities due to their age or disability in the area of orientation and communication and it assists them in personal handling of their own matters. Services may be provided also as a part of other services.

Supported Housing

- Supported housing is a field service provided to persons with reduced self-sufficiency due to disability or chronic ailment, including mental disorder, whose situation requires assistance of another physical person.

Respite Care

- Respite care is a field, ambulatory or stay-in service provided to persons with reduced self-sufficiency due to their age, chronic ailment or disability, about whom the care is taken in their natural social environment; the aim of the service is to enable an attending person the necessary rest.

Day Services Centres

- In day services centres ambulatory services shall be provided to persons with reduced self-sufficiency due to their age, chronic ailment or disability, whose situation requires assistance of another physical person.

Day Care Centres

- In day care centres, ambulatory services shall be provided to persons with reduced self-sufficiency due to their age or disability and to persons with chronic mental disorder, whose situation requires regular assistance by another physical person.

Week Care Centres

- In week care centres, stay-in services shall be provided to persons with reduced self-sufficiency due to their age or disability and to persons with chronic mental disorder, whose situation requires regular assistance of another physical person.

Homes for Disabled Persons

- In homes for disabled persons, stay-in services shall be provided to persons with reduced self-sufficiency due to their disability whose situation requires regular assistance of another physical person.

Homes for the Elderly

- In homes for the elderly, stay-in services shall be provided to persons with reduced self-sufficiency, in particular, due to their age, whose situation requires regular assistance of another physical person.

Special Regime Homes

- In special regime homes, stay-in services are provided to persons with reduced selfsufficiency due to chronic mental disorder or dependence on addictive substances and to persons with old-age/senile dementia, Alzheimer's disease and other types of dementia, with reduced selfsufficiency due to the above disorders whose situation requires regular assistance of another physical person. When providing services, the regime within these facilities is adjusted to specific needs of these persons.

Protected Housing

- Protected housing is ambulatory service provided to persons with reduced selfsufficiency due to their disability or chronic disease, including mental disorders, whose situation requires the assistance of another physical person. Protected housing has a form of group, or possibly individual, housing.

Social Services Provided in Health Care Residential Facilities

- In health care residential facilities, stay-in social services are provided to persons not requiring stay-in health care anymore, who are however unable to live without the assistance of another physical person due to their health condition and thus they cannot be released from health care residential facilities 25) until the assistance is arranged for them through a close person or another physical person, or until provision of field or ambulatory social services or stay-in social services in social services facilities is arranged for them.

Social Prevention Services

- Social prevention services help to avoid social exclusion of persons threatened thus due to their critical social situation, living habits and manner of life leading to conflicts with the society, the socially disadvantageous environment and due to rights and justified interests threatened by another physical person's criminal activity. It is the aim of social prevention services to assist persons with overcoming their adverse social situation and to protect the society against an occurrence of and spreading an undesirable social phenomena.

Early Intervention Services

- The early intervention services is a field or possibly ambulatory service provided to a child and parents of a child of up to 7 years of age who is disabled or whose development is threatened due to an adverse social situation. The service is focused on support provided to the family and development of a child in view of his specific needs.

Telephone Assistance in Crisis

- The telephone assistance in crisis is a field service provided for a temporary period to persons in situation threatening their health or life or in another difficult life situation they are unable to resolve temporarily on their own.

Interpreting Services

- Interpreting services are field, or possibly ambulatory services provided to persons with communication disorders caused in particular by sensory affliction preventing ordinary communication with the surroundings without the assistance of another physical person.

Asylum Houses

- Asylum houses shall provide stay-in services for a temporary period to persons in adverse situation connected with lost housing.

Half-way Houses

- Half-way houses provide stay-in services, usually to persons up to 26 years of age leaving educational facilities for institutional or protection care after attaining majority, or possibly to persons coming from other children and youth facilities, and to persons released from imprisonment or compulsory treatment. The manner of social services provision in these facilities is adjusted to specific needs of these persons.

Contact Centres

- Contact centres are low-threshold facilities providing ambulatory, or possibly field, services to persons threatened by dependence on addictive substances. It is the aim of this service to reduce social and health risks related to the misuse of addictive substances.

Assistance in Crisis

- Assistance in crisis is a field, ambulatory or stay-in service provided for a temporary period to persons in the situation threatening their health or life who are temporarily unable to resolve their adverse social situation on their own. On the basis of a decision on expulsion from joint home or prohibition of entry into such home issued according to a special legal regulation (26), a person threatened by a violent conduct of an expelled person is offered assistance within 48 hours of delivery of a copy of such decision. In such case, coordination of the assistance provided by public administrative authorities and other legal entities and physical persons to a person jeopardized by the attack constitutes a part of the service.

Low-threshold Day Centres

- Low-threshold day centres provide ambulatory or possibly field services to persons without shelter.

Low-threshold Children and Youth Facilities

- Low-threshold children and youth facilities shall provide ambulatory, or possibly field services to children from 6 to 26 years of age threatened by undesirable phenomena. It is the aim of this service to improve the quality of their life by preventing or reducing social and health risks relating to the manner of their life, and to enable them to orientate themselves in their social environment and to create conditions for resolving their adverse social situation. The service may be provided to persons on the basis of anonymity.

Hostels

- Hostels (homeless shelters) shall provide ambulatory services to persons without a shelter interested in using sanitary installations and lodging.

Followup Services

- Followup services are field services provided to persons with chronic mental disorder and to persons dependent on addictive substances who completed institutional treatment in a health care facility, who completed ambulatory treatment or are participating in such, or to abstaining persons.

Social Activation Services for Families with Children

- Social activation services for families with children are field, or ambulatory services provided to a family with a child whose development is jeopardized due to the impact of a long-term critical social situation the parents are unable to handle alone without assistance and where other risks to such child's development exist.

Social Activation Services for the Elderly and Disabled Persons

- Social activation services are field services provided to persons in the retirement age or to disabled persons threatened by social exclusion.

Social Therapeutic Workshops

- Social therapeutic workshops are ambulatory services provided to persons with reduced self-sufficiency due to their disability, resulting in impossibility to place them within the open or protected labour market. The purpose of these workshops is the long-term and regular support for improvement of work habits and skills through social work therapy.

Therapeutic Communities

- Therapeutic communities provide stay-in service, also for a temporary period, to persons dependent on addictive substances or persons with chronic mental disorders, interested in integration in the common life.

Outreach Programmes

- Outreach programmes are field services provided to persons leading risky life or jeopardized by such manner of life. Service is determined for problem groups of persons, users of addictive substances or narcotic psychotropic substances, homeless persons, persons living in socially excluded communities and other socially jeopardized groups. It is the aim of this service to search for such people and to minimize risks ensuing from their way of life. Service may be provided to persons on the basis of anonymity.

Social Rehabilitation

- Social rehabilitation is a set of specific activities focused on achieving selfreliance, independency and self-sufficiency of persons through the development of their specific capabilities and skills, strengthening habits and training performance of common activities necessary for life on their own by an alternative manner using their preserved capabilities, potentials and competences. Social rehabilitation shall be provided in the form of field or ambulatory services or in the form of stay-in services provided in the social rehabilitation services centres.