

Regulations for using the services of the Support Office for Third Country Nationals operating at the Lower Silesian Voivodship Office in Wrocław, created as part of project no. 9/8-2017/OG-FAMI entitled “Integration, Adaptation, Acceptance. Support for third-country nationals living in Lower Silesia”

(further referred to as the “Regulations”)

§1

General provisions

- 1) The Regulations specify the type and scope of services provided within the Support Office for Third Country Nationals (hereinafter: SOTCN) and the rules for using these services during the period from 01.10.2018 to 30.04.2021.
- 2) SOTCN operates in the Lower Silesian Voivodship Office in Wrocław (hereinafter: DUW). It was created and is financed under project no. 9/8-2017/OG-FAMI “Integration, adaptation, acceptance. Support for third-country nationals living in Lower Silesia” (further referred to as the “Project”), co-financed by the Asylum, Migration and Integration Fund and the state budget.
- 3) Regulations have been developed on the basis of:
 - a) application for co-financing of the project “Integration, adaptation, acceptance. Support for third-country nationals living in Lower Silesia” constituting an attachment to Financial Agreement no. PL/2018/FAMI/OG.8.9 dated 25.06.2018,
 - b) Manual for the Beneficiary of the project financed under the Asylum, Migration and Integration Fund (available at: <http://copemswia.gov.pl/fundusze-2014-2020/fami/podrecznik-dla-beneficjenta/>)
- 4) A person interested in using the SOTCN services is required to read the regulations thoroughly before using the SOTCN services and complying with their provisions.
- 5) General substantive supervision over the work of the Support Office for Third Country Nationals under the project is carried out by the SOTCN Coordinator, employed at the Lower Silesian Voivodship Office in Wrocław.

§2

Functioning and services of the Support Office for Third Country Nationals

- 1) SOTCN works to strengthen the integration process of third-country nationals, hereinafter: “Customers”. Support provided within the Office is aimed at providing customers with comprehensive knowledge about their rights and undertaking actions for adaptation and sustainable integration in society.

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- 2) SOTCN provides services at:
 - a) Registered office of DUW in Wrocław (pl. Powstańców Warszawy 1, Wrocław)
 - b) Branch of DUW in Legnica (ul. Fryderyka Skarbka 3, Legnica)
 - c) Branch of DUW in Wałbrzych (ul. Juliusza Słowackiego 23A, Wałbrzych)
- 3) Within SOTCN the following persons provide services:
 - a) employees of the Information Point (registered office of DUW in Wrocław),
 - b) direct support specialists (registered office of DUW in Wrocław, Branches of DUW in Legnica and Wałbrzych),
 - c) legal advisors (registered office of DUW in Wrocław, Branches of DUW in Legnica and Wałbrzych),
 - d) career counsellors (Branches of DUW in Legnica and Wałbrzych),
 - e) translators (registered office of DUW in Wrocław, Branches of DUW in Legnica and Wałbrzych).

§2a

Information Point within SOTCN

- 1) The Information Point is situated in the building of the Lower Silesian Voivodeship Office in Wrocław, on the ground floor, next to the waiting room of the Passport Department and Customer Service, post "B". Upon activation of the Customer Service Hall as of January 14, 2019, the SOTCN Information Point will be transferred there.
- 2) The Information Point is available:
 - a) Monday, Tuesday, Thursday and Friday from 9:00 to 14:00,
 - b) Wednesday from 12:30 to 17:30.
- 3) Before going to the Information Point, collect a ticket from the *Kolejkowicz* system which is situated on the second floor in front of the Customer Service Hall. As of January 14, 2019 the ticket collection system will be transferred to the new Customer Service Hall on the ground floor.
- 4) Going to the Information Point, you need to have the Participant Questionnaire completed which is available next to the queue system and documents referred to in §3 sec.2b.
- 5) At the Information Point – depending on your needs – you can:
 - a) receive basic information regarding the correct submission of the application for legalization of stay in Poland,
 - b) set a date for consultations with a legal advisor, with or without interpretation services,
 - c) set a date for a meeting with a specialist for direct support for third-country nationals, with or without interpretation services,
 - d) receive a referral to a certified translator for the translation of documents.

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§2b

Direct support specialists for third-country nationals within SOTCN

- 1) Posts of direct support specialists for third-country nationals are situated at the registered office of DUW in Wrocław and Branches of DUW in Legnica and Wałbrzych.
- 2) Tasks of direct support specialists include:
 - a) providing assistance in completing and receiving applications on the legalization of stay and work permits,
 - b) issuing the necessary forms on the legalization of stay and work permits,
 - c) assistance in the preparation of the necessary documents,
 - d) providing information on the course of proceedings regarding legalization of stay and work permits.
- 3) Customers interested in obtaining support in the legalization of stay of foreigners, in particular when filling out applications, as well as submitting applications regarding the legalization of stay and work permits, can take advantage of assistance of a direct support specialist for third-country nationals in Wrocław by using the *Kolejkowicz* system or making an appointment via the Internet.
- 4) Posts of direct support specialists are marked with information boards "Legalization of stay".

§2c

Legal advice within SOTCN

- 1) Interested Customers can receive free legal assistance in the area of immigration law, family law, guardianship law, labour and social insurance law, health insurance, education, social assistance and housing law.
- 2) For advice, complete the participant questionnaire and give consent to the processing of personal data and report to the information point where you can make an appointment with a legal counselor.
- 3) **Legal advice at the registered office of DUW in Wrocław** is available on Tuesday, Wednesday and Thursday from 8:00 to 12:00.
- 4) **Legal advice at the Branches of DUW in Legnica and Wałbrzych** is available on Monday and Wednesday during the working hours of the Office (8.00- 15.00)
- 5) To make an appointment with a legal advisor at the selected Branch of DUW In Legnica or Wałbrzych, the Customer shall report to an appropriate direct support specialist for third-country nationals at the selected Branch of DUW.
- 6) Posts of direct support specialists are marked with information boards "Legalization of stay".

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§2d

Career counselling within SOTCN

- 1) **Career counselling at Branches** of DUW in Legnica and Wałbrzych is available on Tuesday and Thursday during the working hours of the Office (8.00-15.00)
- 2) The task of the career counsellor is to help in verifying professional plans and goals and to prepare the Customer for a specific interview with an employer.
- 3) To make an appointment with a career advisor at the selected Branch of DUW in Legnica or Wałbrzych, the Customer shall report to an appropriate direct support specialist for third-country nationals at the selected Branch of DUW in Legnica or Wałbrzych.

§2e

Translation and Interpreting within SOTCN

- 1) Using services of SOTCN, if necessary, the Customer may receive assistance in the field of interpretation and/or translation.
- 2) Qualifications for translation/interpreting are made by an employee of the Information Point at the registered office of DUW in Wrocław or a direct support specialist at Branches of DUW in Legnica and Wałbrzych.
- 3) The scope of interpreting covers direct assistance of an interpreter for the Customer during a meeting with a legal advisor, career counsellor or direct support specialist operating within SOTCN. Interpreting is available for the following languages: Ukrainian, Russian, English, Polish.
- 4) Translations include documents from Russian, Ukrainian or English into Polish (mainly diplomas, certificates, medical record books, work certificates and other important documentation in the process of applying for employment). On average, five pages have been assumed per person.

§3

Target group covered by the SOTCN support

- 1) Services SOTCN can only be used by foreigners - third-country nationals who meet the following criteria:

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- a) foreigners who are not EU citizens, residing on the territory of the Republic of Poland legally, in accordance with the provisions of the *Act of 12 December 2013 on foreigners* (Journal of laws of 2013 item 1650, as amended):
- on the basis of the visa referred to in art. 60 sec. 1 item 4-6, 9-13, 17, 19-21, 23-25,
 - on the basis of a temporary residence permit, permanent residence permit (art. 195, except for sec. 1 item 6) or long-term EU resident's residence permit (art. 211),
 - on the basis of a document confirming the possession of a tolerated stay permit named "permit for tolerated stay" (art. 226 sec. 5),
 - permission to stay for humanitarian reasons.
- b) children of the above-listed persons (not being EU citizens) born in the territory of the Republic of Poland. Other children are subject to the terms of items 1 and 7.
- c) foreigners who have applied for a residence permit for a definite period of time in abolition mode and are currently staying in the Republic of Poland on the basis of a stamp who:
- have applied for a temporary residence permit (art. 108 sec. 1 item 2)
 - have applied for a permanent residence permit (art. 206 sec. 1 item 2)
 - have applied for a long-term EU resident's residence permit
 - have applied for an extension of a Schengen visa or a national visa (art. 87 sec. 1 item 1), in which the justification is in line with one of the following objectives indicated in art. 60 sec. 1: item 4-6, 9-13, 17, 19-21, 23-25,
 - have applied for the extension of the period of stay under the visa-free regime on the territory of the Republic of Poland (art. 300 sec. 4).
- d) stay in the Republic of Poland as part of the visa-free regime.
- e) foreigners who are not EU citizens, staying in the Republic of Poland, who are in the process of obtaining a permit for a legal stay in Poland. NOTE: support for these people is limited to assistance in obtaining a legal stay.
- f) Spouses, ascendants and descendants of persons belonging to the above-mentioned groups 1-4, to the extent that is necessary for the effective implementation of activities.
- g) Persons who are not EU citizens who are legally residing in the Republic of Poland, who **have applied** for:
- granting a temporary residence permit to a foreigner (art. 108),
 - granting a permanent residence permit to a foreigner (art. 206),
 - granting a residence permit for a long-term resident of the European Union to a foreigner (art. 223),



- extension of a Schengen visa or national visa (art. 87), in which the justification is in line with one of the following objectives indicated in art. 60 sec. 1: items 4-6, 9-13, 17, 19-21, 23-25,
- extension of the period of stay under the visa-free regime in the Republic of Poland (art. 300)

and received the stamp confirming the submission of the application for such a permit in their travel document.

- 2) The above-mentioned shall EXCLUDE persons who are the target group of the Asylum Special Purpose in the FAMI National Program, i.e.:
 - a) persons benefiting from refugee status or status of a person in need of subsidiary protection within the meaning of Directive 2011/95/EU;
 - b) persons applying for one of the forms of international protection referred to in letter a) that have not yet received a final decision;
 - c) persons entitled to temporary protection within the meaning of Directive 2001/55/EC;
 - d) persons who are being resettled or have been resettled in a Member State or persons who are being transferred or have been transferred from a Member State.
- 3) In order to confirm belonging to the target group covered by the support project and to use the SOTCN services, the Customer is obliged to present:
 - a) a completed **participant questionnaire and consent to the processing of personal data for the purpose of the implementation of the project,**
 - b) their ID card, passport or other document certifying the basis of legal residence in the Republic of Poland, for verification by an employee of the Information Point (at the registered office of DUW in Wrocław), or a direct support specialist (depending where they use services of SOTCN - at the registered office of DUW in Wrocław or Branches of DUW in Legnica or Wałbrzych).
- 4) In the case of refusal to complete the questionnaire, impossibility to verify data included in the questionnaire by SOTCN personnel or failure to give consent to the processing of personal data, a third-country national cannot receive support in the form of services provided by SOTCN.

§4

Principles for using the services of the Support Office for Third-Country Nationals

- 1) To use services of SOTCN the Customer is obliged to:
 - a) meet the conditions of belonging to the target group, referred to in §3 of the Regulations,
 - b) legibly complete and sign the participant questionnaire together with consent to the processing of personal data,

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- c) choose the place of providing SOTCN services, taking into account their availability, referred to in §2 of the Regulations,
 - d) provide the number from the *Kolejkowicz* system to the Information Point at the Lower Silesian Voivodship Office in Wrocław, or a direct support specialist at Branches of DUW in Legnica or Wałbrzych,
 - e) submit the legibly completed and signed participant questionnaire with consent to the processing of personal data and documents confirming data included in them, referred to in §2 sec. 2 of the regulations to SOTCN for their verification by an employee of the Information Point (at the registered office of DUW in Wrocław) or a direct support specialist (at the registered office of DUW in Wrocław or Branches of DUW in Legnica or Wałbrzych).
- 2) An employee of the Information Point (at the registered office of DUW in Wrocław) or a direct support specialist (Branches of DUW in Legnica or Wałbrzych) shall identify the needs of the Customer, provide information concerning legalization of stay and directs – if necessary – to legal advisors and/or career counsellors or translation and/or interpreting.
 - 3) In the period referred to in §1 item 1 the Customer may use SOTCN services multiple times in the selected location and use several services at the same time.
 - 4) SOTCN provides services free of charge.
 - 5) The Customer using SOTCN services such as: legal advice (at the registered office of DUW in Wrocław, Branches of DUW in Legnica and Wałbrzych), career counselling (Branches of DUW in Legnica and Wałbrzych), interpretation of meetings and/or translation of documents (at the registered office of DUW in Wrocław, Branches of DUW in Legnica and Wałbrzych) **must participate in scheduled consultations**, confirmed with a personal signature on the attendance list or provide a reason for their absence to the Information Point in Wrocław or to a direct support specialist for third-country nationals in Legnica and Wałbrzych at least two days before the scheduled consultation. Unjustified absence at the scheduled consultation shall limit access to SOTCN services.

§5

Final provisions

- 1) These regulations are in force for the duration of the SOTCN operation and are available on the website of DUW in Wrocław in the following languages: Polish, Ukrainian, Russian and English.
- 2) A hardcopy of the Regulations is available for inspection at the SOTCN Information Center.
- 3) DUW in Wrocław reserves the right to change the regulations at any time. Information on changes to the regulations will be published on the DUW website in the Projects implemented by DUW tab.

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- 6) Any difficulties in accessing SOTCN services, complaints and applications should be reported to the SOTCN Coordinator via e-mail (e-mail address: p.muchla@duw.pl)

Attachments to the regulations: participant questionnaire with consent to the processing of personal data.

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