

welcome letter



WELCOME!



**casablanca**

Gemeinnützige Gesellschaft für  
Innovative Jugendhilfe und  
Soziale Dienste mbH

Dear

like every human being you have rights – you can find your general rights on the information poster in your institution.

Besides here in our casablanca institution you have the right to talk about issues affecting you:



## RIGHTS

- you will be informed and involved in important discussions or decisions concerning your person (e.g. helping plan)
- you will be informed about changes (e.g. if new children / teenagers or social workers come into your group or leave the group)
- you will be involved in the establishment of group rules and their implementation
- you will be involved in the organization of free time activities
- you will be informed about the current work schedule of your social workers

In addition to the rights you have duties. It is important that you comply with our rules.

We expect from you:



## DUTIES

- to deal respectfully with all co-inhabitants and social workers
- to cooperate with your social workers
- to comply with agreements
- the comply with group rules and house rules
- an active participation in order to achieve your goals

## PARTICIPATION

It is very important for us that you feel comfortable here. Therefore we encourage you to bring forward new ideas, wishes or complaints.

Please talk to us about your wishes or problems concerning your social workers or other children / teenagers. You will not always agree with your social worker's opinion but decisions will always be explained to you.

If you feel treated unfairly you have the right to complain. If you do not want to talk directly to your social workers, you can talk to the project manager or drop a letter in the letterbox for suggestions and complaints. The social workers show you exactly where to find the letterbox. This letterbox is emptied by the project manager only. Furthermore you have the right to submit a complaint to the management of casablanca gGmbH – Nicole Figge.

We wish you a great time here with us!  
Teams of casablanca gGmbH and management



Nicole Figge



## Einrichtung

### **Jugendhilfestation Pankow**

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## Träger

### **casablanca gGmbH**

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