

Internal regulations

Mobile Assistance/Patrol Teams

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NEW SAMUSOCIAL

The New Samusocial is a non-profit organisation under public law offering emergency assistance and support for the integration of homeless people in the Brussels Region.

1. General characteristics

A) Objectives of the IR:

The Internal Regulations set out the general functioning of the operational project, as well as the range of services offered.

It enables us to present to each beneficiary their rights in relation to the project, as well as the rules to be respected in order to gain access to them.

Finally, these IR are designed to prevent any form of behaviour that might endanger the community, and to ensure that every beneficiary receives the best possible welcome and support.

B) Mission statement:

Every day and every night of the year, our patrol teams crisscross the streets of the Brussels-Capital Region to **provide emergency assistance to the homeless.**

These patrols have four specific objectives:

- Reaching out, creating and maintaining links
- Humanitarian assistance
- Psychological, medical and social diagnosis and support
- Integration into a network

C) Conditions of access:

Samusocial's patrol services are available to people living on the street, people living in precarious housing situations and people living in temporary, non-approved structures (such as squats). No distinction is made based on gender, age or legal status on the territory. Any situations involving unaccompanied minors will be treated as a priority by the mobile assistance teams, and referred as a matter of urgency to a competent and legitimate partner.

Patrolling operations can be initiated by several means:

- Users can request one of Samusocial's patrols by calling the Samusocial freephone number (0800 99 340);
- Meeting scheduled by the patrol teams in agreement with the person being monitored;
- Report of a situation by a third party;

- Unannounced meetings as part of new exploratory routes and exploratory routes covering places usually frequented by homeless people.

Patrol teams work Monday to Sunday from 7.30pm to 6.30am and Monday to Friday from 9.00am to 5.00pm.

D) Refusal conditions and notification:

Given the limited material and human resources available to the patrol service, we are not always able to respond to all requests. Mobile assistance teams sometimes have to prioritise their work. The main criteria guiding this process are:

- urgency of the situation based on available information;
- fragility of the person in need;
- whether the person is known or unknown by our services;
- whether the services have been used before.

In certain cases where the person's medical or psychological state is extremely worrying, and would require the emergency services to be called directly, the coordination or mobile assistance team that receives requests for on-street services via the 0800 99 340 line will take the necessary steps to redirect the caller to the service best suited to the specific care required.

E) Services free of charge:

All services offered by Samusocial's patrols are **free of charge**.

F) Coordination of the scheme:

The patrolling project is managed by:

- One coordinator
- One supervisor

2. Services provided

During meetings with the patrol teams, these teams can offer people living on the streets a number of services, which may vary depending on the resources available:

- Psychological, medical and social support adapted to the beneficiary's situation;
- Referral to one of Samusocial's centres or to a partner service adapted to the request;
- A listening ear, an opportunity for informal discussions and sharing with professionals;
- Distribution of essential supplies, depending on available stocks (drinks, food, clothing, blankets, sanitary products, etc.).

We recommend that callers clarify the specific needs of the beneficiary when requesting a visit from the mobile team, by calling Samusocial's freephone number: 0800-99-340.

3. Rules to follow in order to benefit from our services

During meetings with the patrol teams, we ask beneficiaries to respect some specific rules in order to access our services.

A) Regarding acts of violence:

Acts of physical, verbal, sexual or psychological violence are forbidden, whether against a Samusocial worker or against a third party in the presence of the patrol teams. In the event of violence experienced or observed by Samusocial staff, a penalty may be imposed on the beneficiary.

B) Regarding respect for equipment:

We ask beneficiaries to respect the equipment used by Samusocial during its patrols (van, medical equipment, etc.). Any deliberate damage to equipment may result in a penalty.

C) Regarding recommendations from patrol teams in the event of a health risk:

As part of the support process, our teams sometimes offer certain beneficiaries physical support with the Samusocial van.

Please note that in certain specific situations (particularly in the case of a high-risk contagious disease or diagnosed parasitic disease), our teams may ask the beneficiary to comply with certain sanitary instructions in line with our internal medical procedures and the Belgian regulations in force.

D) Regarding pets in the Samusocial van:

Requests to transport pets for beneficiaries are assessed by mobile assistance teams, based on the circumstances, the type of animal and its behaviour.

E) Regarding the consumption of cigarettes and alcohol in the Samusocial van:

- Smoking is prohibited inside the Samusocial van.
- Consumption of alcoholic beverages is prohibited in the Samusocial van. If beneficiaries experience difficulties in complying with these regulations, we recommend they inform the patrol teams.

F) Regarding the quantity of personal belongings allowed in the Samusocial van:

When being transported in the van, each beneficiary is limited to two large suitcases for their personal belongings.

4. Non-compliance with IR and penalties:

In the event of a breach of the rules contained in these internal regulations, a penalty may be imposed on the beneficiary, under the responsibility of the project coordinator. The coordinator may take into account the **nature and seriousness of the breach, the specific circumstances in which it was committed, and whether it is a repeat offence**. The beneficiary will usually be invited to share their point of view before a penalty is imposed. However, in certain serious situations where the community is at risk, a penalty may be imposed unilaterally as a preventive measure, without prior communication. Wherever possible, the penalty and the reasons for it will be communicated to the beneficiary, either orally or in writing.

The following penalties may be imposed:

- A formal warning, which is recorded in the beneficiary's social file;
- Temporary withdrawal of all or some of the patrol team's services;
- Temporary exclusion from all Samusocial services;
- Filing a complaint, on behalf of the institution, against a beneficiary who has committed a major offence.

5. Privacy policy

A) Professional secrecy:

Each member of staff is bound by a **duty of secrecy** regarding all internal and external information of which they become aware in the performance of their duties.

Furthermore, workers known as "necessary confidants" by profession (doctors, psychologists, social worker, educator, etc.) or by status (volunteer, trainee, etc.) undertake to respect **professional secrecy**, both during and after termination of the contract.

It should be noted that certain information concerning beneficiaries is likely to be **shared** within the team, for the purposes of providing high-quality follow-up care and with the consent of the persons concerned.

B) Use of personal data:

In order to provide beneficiaries with the best possible support, and to be able to create a digital social file, some personal data will be requested from beneficiaries and recorded in this file. The data collected in this context can only be accessed by Samusocial's psychological, medical and social teams. As a reminder, all Samusocial's psychological, medical and social teams are bound by professional secrecy. As a result, the sharing of data concerning beneficiaries will always be carried out in compliance with the law (and in particular with regard to the Ordinance on emergency assistance and the integration of homeless people - 14 June 2018 - Section 3: data collection and the social file).

Workers are not authorised to verify or share this data within the network without the prior consent of the beneficiary.

If a beneficiary refuses to share certain personal data concerning them, subsequently objects to the processing and sharing of their data, or refuses to allow their data to be shared or used for statistical or scientific purposes, this in no way diminishes their right to be cared for by Samusocial. However, it

will be necessary to discuss this with the professionals to find the best solution and avoid any interruption to the support.

Every beneficiary has the right to access their social file. They may request that the data entered in the file be amended if they believe it to be inaccurate.

Data concerning beneficiaries is stored and processed in accordance with the GDPR.

If a beneficiary wishes to exercise their rights relating to data protection (right of access, right to information, right to object, etc.) they are advised to address their requests internally by contacting the project coordinator. The person is also entitled to lodge a complaint externally with the Data Protection Authority, via the following link:

<https://www.autoriteprotectiondonnees.be/citoyen/agir/introduire-une-plainte>

6. Internal complaints and appeals procedure

Any form of violence or abuse committed by a member of the Samusocial team against a beneficiary is strictly forbidden and will be subject to punishment. If a beneficiary feels that they have suffered abuse from a member of staff, the Samusocial of Brussels suggests they file a complaint via one of the following two channels:

Internally: Via the complaint form that is available on the Samusocial website or sent to the beneficiary after requesting one from the teams. The beneficiary can complete this complaint form on their own, or with the help of a trusted support person of their choice. Once completed, the form should be sent by post to the following address:

Boulevard Poincaré - 68-70, 1070 Anderlecht à l'attention du « Responsable de l'intégration de la Voix et des Droits des Bénéficiaires ».

On the sole condition that the complainant can be reached by telephone or email, the Responsable de l'Intégration de la Voix et des Droits des Bénéficiaires (or, in their absence, their representative) will have **seven working days** to send the complainant an acknowledgement of receipt, informing them of the action to be taken regarding the complaint.

In the event that the complaint is deemed admissible, the Responsable de l'Intégration de la Voix et des Droits des Bénéficiaires will have a period of three months to carry out the appropriate follow-up and will contact the complainant to inform them of the conclusions of the investigation (the three-month period may be extended in certain specific and exceptional situations and upon justification by the Responsable de l'Intégration de la Voix et des Droits des Bénéficiaires). On the sole condition that the complainant can be reached by email or telephone, the Responsable de l'Intégration de la Voix et des Droits des Bénéficiaires will contact the complainant at the end of the procedure to inform them of the conclusions of the investigation and the possible means of appeal in the event the beneficiary is dissatisfied with the outcome.

Externally: If it is not possible to use the internal complaints procedure, or if the beneficiary believes the response to the complaint is not fair, the beneficiary may lodge a complaint with Vivalis.brussels,

the Administration of the Common Community Commission. Complaints can be made by letter or online. Contact details are given below:

Vivalis.brussels, Administration of the Common Community Commission of the Brussels-Capital Region: Rue Belliard 71, box 1, 1040 Brussels - Tel: 02 502 60 01 - <https://www.vivalis.brussels/fr/plainte> or <https://www.vivalis.brussels/nl/klachten>

7. Other useful contacts

- **Contact details for the administration and Ministers are as follows:**
 - Vivalis.brussels, Administration of the Common Community Commission: Rue Belliard 71/1, 1040 Brussels
 - Minister Alain Maron, member of the Joint Board of the Common Community Commission, responsible for policy on assistance for people: Botanic Building, Boulevard Saint-Lazare 10 (11th floor), 1210 Saint-Josse-Ten-Noode. Tel: 0032 (0)2 506 34 11 - info.maron@gov.brussels
 - Minister Elke Van den Brandt, Minister of the Government of the Brussels-Capital Region (Health and Social Action): Botanic Building, Boulevard Saint-Lazare 10 - 13th floor, 1210 Brussels +32 (0)2 517 13 33 info.vandenbrandt@gov.brussels

- **Contact details for FIDUS, the regional service integrator, are as follows:**
 - Avenue des Arts 21, 1000 Brussels - Tel: 0032 (0)2 282 47 70 - fidus@paradigm.brussels

- **The contact details for Bruss'Help, coordinator of emergency assistance and integration schemes in the Brussels Region, are as follows:**
 - Rue de l'Association 15, 1000 Brussels. Tel: 0032 (0)2 219 78 00 - info@brussshelp.org and tel: 0032 (0)2 880 86 89 - orientation@brussshelp.org (orientation service)

- **The New Samusocial emergency number is: 0800/99.340**

- **The contact details of the Commission de Contrôle Bruxelloise are as follows:**
 - Avenue des Arts 21, 1000 Brussels, T: + 32 (0)2 282 47 70, Fax: +32 (0)2 230 31 07, customer@paradigm.brussels

- **The contact details for the organising authority and Samusocial's managing director are as follows:**
 - Samusocial Managing Director - Sébastien Roy - Postal address: Boulevard Poincaré 68-70, 1070 Brussels - Tel: 02/551.12.20

- **Contact details for workers' representative organisations (in alphabetical order):**
 - CGSLB: Boulevard Baudouin 9, 1000 Brussels - Tel: 0032(0)2.882.13.00
 - CSC: Rue Pletinckx 19, 1000 Brussels - Tel: 0032.(0)2.557.88.88.
 - FGTB - Rue de Suède 45, 1060 Saint Gilles - Tel: 0032.(0)2.552.03.31