

Al Yusuf Center for Psychological Counseling and Psychological Support

Institutional Policies Collection

Framework for Professional and Administrative Policies and Beneficiary Protection

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General Introduction and Policy Implementation Framework

This document constitutes an integrated institutional framework for regulating the work of **Al Yusuf Center for Psychological Counseling and Psychological Support** and defining the principles and procedures governing its relationships with beneficiaries, staff, collaborators, partners, donors, trainees, and visitors. These policies aim to promote professionalism, transparency, protection of rights and privacy, and quality of service.

These policies shall be read and applied as an integrated framework. No provision shall be interpreted independently of the nature of the service provided, project-specific agreements, requirements of partner organizations, or applicable laws and regulations.

Objectives of the Policy Framework

- Provide a clear framework for professional and administrative practice within the Center.
- Protect the dignity, rights, and privacy of beneficiaries.
- Promote a safe environment for children and groups at greater risk of harm.
- Regulate relationships with trainees, donors, partners, and service recipients.
- Reduce professional, administrative, and operational risks.
- Establish clear mechanisms for complaints, feedback, and accountability.
- Protect materials, content, and data produced or maintained by the Center.
- Support consistency in service delivery and institutional decision-making.

Scope of Application

Depending on the nature of each policy, this framework applies to the Center Director, staff, collaborators, specialists, trainers, volunteers, trainees, beneficiaries, partners, and service providers, as well as activities implemented by the Center in person, remotely, or through partners.

General Principles

- Respect and human dignity
- Confidentiality and information protection



- Non-discrimination
- Professionalism and competence
- Child safeguarding and protection of vulnerable groups
- Transparency and accountability
- Compliance with relevant laws and agreements
- Continuous improvement

1. Terms and Conditions Policy

This policy sets out the general rules governing the use of the services of **Al Yusuf Center for Psychological Counseling and Psychological Support** and participation in its programs, activities, and courses. It clarifies the rights and obligations of beneficiaries and establishes the general framework governing the relationship between the Center and service recipients.

Scope of Services

Depending on the approved program, the Center's services may include psychological counseling, mental health and psychosocial support, awareness-raising and training activities, community programs, supportive activities for children, women, and families, and programs implemented in partnership with other organizations.

Eligibility for Services

Each service shall specify its target group and eligibility requirements. Certain services may require prior registration, an initial assessment, a referral, or the consent of a parent or legal guardian where required by the nature of the service.

Beneficiary Rights

Beneficiaries have the right to be treated with respect, receive clear information regarding the nature of the service, understand its scope and limitations, ask questions related to the service, and submit comments or complaints in good faith without being subjected to retaliation.

Beneficiary Obligations

Beneficiaries shall provide accurate information to the extent necessary for the service, respect staff members and other beneficiaries, comply with appointments and organizational rules, and refrain from using the service in a manner that harms others or places them at risk.

Appointments and Attendance

Appointments shall be scheduled according to the arrangements of each program. Beneficiaries are requested to notify the Center when they are unable to attend whenever reasonably possible. Appointments may be rescheduled subject to the availability of specialists.

Unacceptable Conduct

Threats, violence, harassment, verbal or physical abuse, discrimination, property damage, or the use of services for unlawful purposes or in ways that place others at risk are prohibited.

Remote Services

When a service is provided remotely, beneficiaries shall use an appropriate means of communication, maintain the privacy of the session, and refrain from recording or sharing it without explicit consent, while recognizing that the quality of communication may be affected by technical factors.

Referrals

If it becomes apparent that a beneficiary's needs exceed the scope of the available service or require medical or other specialized intervention, the Center may recommend referral to an appropriate service provider, subject to available resources and professional procedures.

Suspension or Termination of Services

Services may be suspended or terminated in specific circumstances, including repeated conduct that places others at risk, the service being unsuitable for the beneficiary's needs, or the completion of a program, while maintaining professionalism, respect, and non-discrimination.

Amendments

The Center reserves the right to review and update these terms when necessary. The latest approved version issued by the Center shall prevail, subject to existing contractual obligations.

2. Disclaimer Policy

This policy aims to clarify the nature and limitations of the information and services provided by the Center, in order to prevent misinterpretation of general content or treating any published material as a substitute for individual professional assessment.

General Information

Articles, publications, and awareness materials published through the website or social media are intended for educational and awareness purposes and do not, in themselves, constitute a diagnosis, treatment, or individualized recommendation.

Nature of Psychological Support

Psychological support and counseling are professional services with defined limitations. Some beneficiaries may require specialized medical or mental health care, protection services, or emergency services that the Center does not provide within the scope of a particular program.



Emergencies

The Center's general communication channels should not be relied upon as a substitute for immediate emergency services. In situations involving imminent risk, individuals should seek assistance from emergency services or relevant available authorities.

Referrals

When a case requires another level of care, the Center will, within its capacity, guide the beneficiary or recommend referral to an appropriate specialized service. The Center does not guarantee that the referred organization will accept the case or that the requested service will be available.

External Sources

External sources or websites may be referenced for informational purposes. The Center is not responsible for the content, policies, or availability of services provided by organizations that it does not operate or control.

Digital Content

The Center seeks to keep its content updated; however, published information may change over time. Users are encouraged to contact the Center or the relevant authority to verify details concerning a specific service.

Responsibility for Use

General content shall be used for the purpose for which it was prepared. Professional, medical, or legal decisions should not be made solely on the basis of general information without obtaining an appropriate assessment.

3. Registration Policy for Courses and Programs

This policy regulates registration and participation in courses and training programs implemented by the Center and clarifies the rules concerning data, attendance, certificates, postponement, and cancellation.

Program Announcement

Depending on the nature of each course, the Center shall announce the program title, target group, duration, location or delivery method, dates, any special requirements, and applicable fees, if any.

Registration Application

Individuals wishing to participate shall provide the required information accurately and completely. The Center may request additional information necessary to organize the program or verify compliance with its requirements.

Registration Confirmation

Submission of an application alone does not guarantee participation unless the Center confirms registration in accordance with the approved procedure, particularly when places are limited.

Fees

If a course is fee-based, the applicable fees, payment method, and cancellation or refund conditions shall be specified in the course announcement or relevant agreement. The Center shall not impose fees that have not been previously announced.

Attendance

Participants shall attend at the specified times and participate in a manner that respects the trainer and other participants. Some programs may establish a minimum attendance requirement for obtaining a certificate.



Lateness and Absence

Lateness or repeated absence may affect the participant's ability to benefit from the content or obtain a certificate, in accordance with the program requirements. Participants are encouraged to contact the Center when circumstances prevent them from attending.

Training Conduct

Disrupting training sessions, abusing participants or trainers, photographing or recording sessions, or distributing training materials without authorization is prohibited.

Certificates

Where certificates are issued, they shall be provided in accordance with the program requirements regarding attendance, participation, or completion of specified assessments. A certificate does not constitute professional accreditation outside the scope of the program unless expressly stated otherwise.

Postponement and Cancellation

The Center may change the date, location, or delivery method of training for organizational, technical, or force majeure reasons, with participants being notified through an appropriate communication channel.

Distance Learning

Participants shall prepare an appropriate environment for remote learning, maintain the confidentiality of training content, and refrain from sharing access links or restricted materials.

Dealing with Minors

When children or minors are targeted, requirements relating to parental or legal guardian consent, safeguarding, and privacy shall be observed in accordance with the nature of the activity and approved procedures.

4. Donations and Refund Policy

This policy regulates the receipt and management of donations and the handling of refund requests in a manner that promotes transparency and maintains donor confidence.

Donation Channels

Donations shall be accepted through official channels announced by the Center or authorized partner organizations. Each method shall be subject to the terms of the relevant payment provider or platform.

Stated Purpose

Donations shall, to the extent possible, be used for the stated purpose of the campaign or project. If the stated purpose cannot be fulfilled or a substantial change occurs, the funds shall be handled in accordance with applicable agreements and relevant financial rules.

Designated Donations

Where a donor specifies a clear and legitimate purpose for a donation, the Center shall seek to direct the donation toward that purpose, subject to available resources and approved procedures.

Financial Verification

Donations shall be documented in accordance with applicable financial records and procedures. The Center may request information necessary to verify a payment transaction or process a refund.

Receipts

Where a receipt or electronic confirmation system is available, receipts or confirmations shall be issued based on the information provided by the donor and the capabilities of the donation method.



Refunds

Donation refund requests shall be reviewed on a case-by-case basis, taking into consideration whether the transaction has been completed or transferred to a project, the terms of the payment platform, non-refundable fees, and any existing obligations.

Donations Through External Platforms

Where a donation is made through an external platform, the refund may be subject to the platform's policy in addition to the Center's policy. The Center shall direct the donor to the appropriate procedure when necessary.

Privacy

The Center shall protect donor information to the extent required for operational and legal purposes and shall not publish the donor's name or personal information without an appropriate basis or consent, subject to platform requirements and legal obligations.

Prevention of Misuse

Donation channels may not be used to transfer funds associated with unlawful activities or misleading information. The Center may take appropriate action when circumstances indicate a need for review.

5. Professional Ethics Policy

This policy establishes the professional conduct expected of staff, collaborators, specialists, and trainers at **Al Yusuf Center**, in order to maintain service quality and protect the dignity of beneficiaries.

Respect and Dignity

Staff shall treat all beneficiaries with respect and without humiliation, discrimination, or exploitation, while taking individual, cultural, and social differences into consideration within professional boundaries.



Professional Competence

Each specialist shall work within the limits of their qualifications, training, and experience and shall seek consultation or referral when a need falls outside their area of expertise.

Confidentiality

Information obtained in the course of professional work shall be kept confidential and shall not be disclosed except to the extent professionally and legally permitted or when necessary to protect a person from serious harm, in accordance with approved procedures.

Informed Consent

Beneficiaries shall be provided, to the extent appropriate to their age, capacity, and the nature of the service, with information regarding the service, its objectives and limitations, and any important information necessary to make an informed decision about participation.

Professional Boundaries

Clear boundaries shall be maintained between professional relationships and personal, financial, or social relationships. Any relationship that may affect the specialist's impartiality or exploit the beneficiary's trust shall be avoided.

Conflict of Interest

Staff shall disclose actual or potential conflicts of interest. The Center shall take appropriate measures to minimize their impact or manage the situation professionally.

Gifts and Benefits

Professional boundaries shall be observed when accepting gifts or benefits from beneficiaries or partners. Gifts or benefits that may influence professional decisions or create an inappropriate obligation shall be refused.



Documentation

Necessary professional information shall be documented accurately, concisely, and securely, while avoiding the recording of unnecessary information or unprofessional judgments.

Exploitation and Abuse

It is prohibited to exploit a professional relationship to obtain personal, financial, emotional, or social benefits from a beneficiary.

Supervision and Development

The Center encourages professional supervision, continuous development, and training, as well as the discussion of challenging professional cases through safe and appropriate channels.

Digital Conduct

Staff shall not publish identifying information about beneficiaries or discuss their cases through personal accounts or public groups and shall maintain professional standards when using digital communication channels.

6. Child Safeguarding and Vulnerable Groups Policy

This policy aims to prevent abuse, exploitation, neglect, harassment, and violence and to promote a safe environment for children and groups at greater risk of harm during the Center's activities.

Scope of Protection

Protection applies to children, individuals who may be more vulnerable to exploitation, violence, or neglect, and any beneficiary who requires special safeguarding arrangements due to age, circumstances, or dependence on others.

Zero Tolerance for Abuse

The Center does not tolerate any form of violence, exploitation, harm, harassment, threats, or intentional neglect within the framework of its activities or services.

Conduct with Children

Communication with children must be age-appropriate, respectful, and safe. Staff shall avoid any conduct that could be perceived as humiliating, threatening, discriminatory, or exploitative.

Facilities and Activities

Activities shall be organized in a manner that minimizes risks, taking into account appropriate supervision, clearly defined roles for trainers and supervisors, and appropriate entry and exit arrangements according to the nature of the activity.

Photography and Images

Photographs, stories, or identifying information concerning children shall not be taken or published except in accordance with appropriate consent and procedures. Media materials shall not be used in a manner that exposes a child to harm or stigma.

Privacy

Information concerning children and sensitive cases shall be kept within a restricted scope and shall not be circulated through public groups or inappropriate platforms.

Reporting Safeguarding Concerns

Staff, volunteers, beneficiaries, or parents/legal guardians may report any safeguarding concerns through the Center's reporting channels. Reports shall be handled seriously, confidentially, and respectfully.

Handling Disclosure

If a child or beneficiary discloses that they have experienced harm, the person receiving the disclosure should listen without blame or pressure, avoid conducting a personal investigation, and refer the matter to the designated responsible person in accordance with available procedures.

Referral

Where specialized protection, medical, legal, or social support is required, the case may be referred to the appropriate authorities or service providers according to the level of risk, available resources, and confidentiality requirements.

Personnel

Staff, trainers, and volunteers are expected to comply with this policy and report concerns. The Center may take appropriate administrative action when the policy is violated.

Non-Retaliation

No person shall be punished or threatened for reporting, in good faith, concerns relating to the protection of a child or beneficiary.

7. Complaints and Suggestions Policy

This policy provides a clear and safe mechanism for beneficiaries, staff, partners, and others to submit complaints, comments, or suggestions and helps the Center learn and improve.

Principles of Handling Complaints

Complaints shall be handled with respect, confidentiality, and impartiality and shall be reviewed according to their nature and to the extent permitted by the available information.



Who May Submit a Complaint

Any beneficiary, parent or legal guardian, trainee, partner, employee, or person affected by a Center service may submit a relevant complaint or comment.

Complaint Content

A complaint should preferably include a clear description of the incident or service concerned, the date if possible, and any information that may assist with follow-up, without requiring the submission of unnecessary information.

Submission Channels

Complaints and suggestions may be submitted through the official communication channels adopted by the Center, including email or other channels announced by the Center.

Anonymous Complaints

Anonymous complaints may be accepted where feasible. However, the ability to follow up may be limited if the complainant cannot be contacted.

Registration and Follow-Up

Complaints shall be recorded to the extent necessary for follow-up, and responsibility for reviewing them shall be assigned while avoiding conflicts of interest.

Investigation and Review

Facts shall be reviewed in a manner appropriate to the nature of the complaint. If a complaint concerns a person responsible for handling it, it shall be referred to another appropriate administrative level.

Response

The Center shall seek to inform the complainant of the outcome of the review or action taken to the extent permitted by confidentiality requirements and the rights of the parties involved.

Sensitive Complaints

If a complaint includes an allegation concerning child protection, abuse, threats, or an urgent risk, it shall be handled according to safeguarding priorities and appropriate procedures.

Prevention of Retaliation

Retaliatory action against anyone who submits a complaint or comment in good faith is prohibited.

Institutional Improvement

Where appropriate, feedback shall be used to identify lessons learned and improve services, procedures, and training.

8. Intellectual Property Policy

This policy protects the rights of the Center, staff, collaborators, and other rights holders in materials and content produced or used within the Center's activities.

Materials Owned by the Center

Depending on the circumstances, materials may include manuals, training packages, written content, designs, original photographs, presentations, forms, digital materials, and published content.

Authorized Use

Beneficiaries may use materials received as part of a program for personal or non-commercial educational purposes within the limits permitted by the Center. Such materials may not be redistributed, sold, or attributed to persons other than their rightful owners.

Trainers' and Collaborators' Materials

Where necessary, agreements or contracts shall define the rights to use materials produced by trainers or collaborators. Any agreed ownership or licensing conditions shall be respected.

Third-Party Rights

Photographs, texts, graphics, trademarks, or other materials owned by third parties may not be used without an appropriate legal basis, license, or permission where required.

Digital Content

Copying content published on the Center's platforms and republishing it in a manner that suggests it originated from another organization, or using it commercially without permission, is prohibited.

Photography and Publication

Photographs and media materials featuring beneficiaries shall be subject to applicable privacy, safeguarding, and consent policies. Ownership of the material by the Center does not override the rights of individuals appearing in it.

Reporting Infringements

Unauthorized use of the Center's content or claims concerning intellectual property rights may be reported to the Center. Reports shall be reviewed based on the available information.

Attribution

Where use of material is permitted with attribution, reference shall be made to **Al Yusuf Center** or the relevant rights holder in the specified manner, and copyright notices shall not be removed.

9. Privacy and Data Protection Policy

Purpose

This policy explains how **Al Yusuf Center** handles personal data collected or received through its services, programs, website, communication channels, and institutional activities.

Privacy Principles

The Center shall, to the extent possible, collect data necessary for a specified purpose, use it appropriately, maintain its confidentiality, and protect it against unauthorized use.

Types of Data

Depending on the service, data may include names, contact details, registration information, appointment details, information necessary to provide the service, and any other information voluntarily provided by the user or required by the nature of the program.

Sensitive Professional Data

Certain counseling services may involve sensitive personal or professional information. Such information shall be treated with a high degree of confidentiality and shall only be accessible to authorized individuals to the extent necessary.



Purposes of Use

Data may be used to manage appointments and registration, provide services, communicate with beneficiaries, conduct follow-up, administer programs, prepare aggregated reports, and comply with legal or contractual requirements.

The Update

Where consent is the appropriate basis for collecting or using specific data, the Center shall seek to obtain it in a clear and understandable manner.

