



Internal Regulations

Al-Yousuf Center for Psychological Counseling and Psychosocial Support



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Introduction

In recognition of the importance of organizing the work and services of **Al-Yousuf Center for Psychological Counseling and Psychological Support**, enhancing the quality of its professional and administrative performance, and establishing the principles of responsibility, transparency, respect, and confidentiality, these Internal Regulations have been developed as an organized framework for the Center's operations. They define the general rules and procedures governing various aspects of the Center's work and the relationship between its management, staff, collaborators, and beneficiaries.

The Center operates in the fields of **psychological counseling, mental health and psychosocial support, awareness-raising, training, and capacity building**, providing programs and services to individuals, families, and communities, with particular attention to children, groups in greater need, and people affected by crises and difficult humanitarian circumstances. Its activities also include training programs, community initiatives, awareness-raising activities, sports activities, and self-defense programs, in accordance with the Center's objectives and community needs.

These Regulations are part of the Center's institutional development following its official licensing by the **Palestinian Ministry of Health under License No. (131/12/Gaza)**, which reinforces the need for a clear administrative and professional framework governing its operations and maintaining the quality of its services.

These Regulations aim to define responsibilities and authorities, regulate staff affairs, establish mechanisms for delivering services and programs, protect beneficiaries' rights, maintain the confidentiality of information and documents, regulate resources and property, and strengthen compliance with professional ethics, thereby ensuring a safe, organized, and effective working environment.

The Center's work is also guided by its vision of **leading the provision of psychological, mental health, and community support services and contributing to building a society with greater psychological and social awareness and greater capacity to face crises and challenges**, as well as by its mission to provide specialized

services and programs based on professional standards while strengthening the capacities of staff and volunteers in the field of mental health and psychosocial support.

These Regulations constitute an internal reference for organizing the Center's work. All staff members, collaborators, volunteers, and any persons to whom these Regulations apply shall comply with them. The Regulations shall be reviewed and updated whenever necessary in accordance with the development of the Center, its services, and its programs.

Chapter One: General Provisions

Article (1): Name of the Center

The name of this Center shall be:

Al-Yousuf Center for Psychological Counseling and Psychological Support

In English:

Al-Yousuf Center for Psychological Counseling and Psychosocial Support

Hereinafter referred to in these Regulations as the "**Center.**"

Article (2): Headquarters

The Center is located at:

Main Headquarters: Tal Al-Hawa – Gaza – Palestine

Branch Office: Al-Yousuf Building – Nuseirat – Gaza – Palestine

Emergency Headquarters Due to the War: Deir Al-Balah – Gaza – Palestine

The Center may, according to operational needs and available resources, implement its activities and programs at other premises, halls, institutions, in the field, or through

electronic means, in accordance with the nature of the activity and applicable regulations.

The Center has previously implemented field activities in shelters, displacement sites, and community locations, in addition to implementing training and awareness programs.

Article (3): Official Information

- **Website:** www.al-yousuf.org
- **Email:** info@al-yousuf.org
- **Telephone/WhatsApp:** +972592209395
- **Licensing Authority:** Palestinian Ministry of Health
- **License Number:** 131 / 13 / Gaza
- **Center Establishment Date According to Current Approved Records:** 11/12/2024
- **Nature of the Center:** Scientific, field-based, therapeutic, cultural, sports, and awareness-oriented psychological counseling center.

Chapter Two: Vision, Mission, and Objectives

Article (4): Vision

Creating a psychological and community environment that promotes psychological balance, adjustment, and personal stability for individuals, families, and society.

This vision is consistent with the general direction reflected in the Center's annual report toward building a more aware society with greater capacity to face crises and challenges.

Article (5): Mission

Providing specialized counseling, psychological, and training services in accordance with professional and humanitarian standards that contribute to building a healthier and more stable society.

Article (6): Objectives of the Center

The Center aims to:

1. Develop and implement specialized counseling and training programs.
2. Provide psychological counseling and mental health and psychosocial support services.
3. Promote the mental health of individuals and families.
4. Support children, adolescents, youth, women, families, and groups in greater need.
5. Provide psychological support during crises, emergencies, disasters, and displacement, within available resources.
6. Promote psychological, health, and community awareness.
7. Develop the capacities of staff, volunteers, and individuals interested in counseling and psychosocial support.
8. Contribute to the prevention and professional management of psychological and social problems.
9. Promote psychological and social adjustment and the ability to cope with stress.
10. Develop community and humanitarian programs and initiatives.
11. Establish partnerships and cooperation with relevant local and international institutions.
12. Support studies and scientific and training activities related to the Center's field of work.
13. Develop local community capacities in mental health and psychosocial support.
14. Provide specialized programs for groups at greater risk and in greater need.
15. Contribute to preparing professional personnel capable of providing psychological and community support.
16. Work toward establishing a specialized hospital, particularly for the treatment of addiction.
17. Work toward establishing and equipping a specialized college/university in the humanities and psychological counseling.

These objectives are consistent with the objectives stated in the Center's brochure, including the development of counseling and training programs, provision of therapeutic, educational, vocational, marital, and family counseling services, and development of individual and community capacities.

Chapter Three: Scope of the Center's Work and Beneficiary Groups

Article (7): Current Services of the Center

The Center currently provides, in accordance with its license, available resources, and available personnel, the following services:

First: Individual Psychological Counseling

- Individual psychological counseling sessions and consultations.
- Case assessment.
- Assessment, counseling, and follow-up.
- Assistance to beneficiaries in dealing with psychological and social stressors and problems.
- Transfer and referral to certain partner organizations and institutions, subject to the full establishment of the Center's departments and achievement of operational self-sufficiency.

Second: Mental Health and Psychosocial Support

- Psychological and psychosocial support sessions.
- Psychological and emotional debriefing.
- Preventive and awareness-raising activities.
- Support for individuals and families in difficult circumstances.

Third: Psychological Support in Crises and Emergencies

- Psychological First Aid.

- Initial psychological and social interventions.
- Psychological and recreational activities during crises.
- Support programs for affected and displaced persons.

The Center's activities during the war documented the provision of psychological support and recreational activities for children and displaced persons in numerous camps and shelters.

Fourth: Counseling for Children and Adolescents

- Psychological counseling.
- Case assessment.
- Management of behavioral problems.
- Psychological and psychosocial support.
- Programs related to psychological and educational development.
- Supporting families in addressing children's needs.

Fifth: Family and Marital Counseling

- Family counseling.
- Marital counseling.
- Assistance in dealing with family conflicts.
- Awareness of positive parenting.
- Support for communication and family relationships.

Sixth: Training and Capacity Building

- Psychological counseling courses.
- Mental health and psychosocial support courses.
- Human development courses.
- Personal development.
- Life skills.
- Effective communication.
- Counseling program design.
- Professional topics related to the Center's field of work.

The Center's documents confirm the implementation of courses, workshops, lectures, and training programs in psychological and community-related fields.

Seventh: Sports and Training Activities

The Center may implement sports and self-defense activities in accordance with available personnel, licenses, and resources, including:

- Karate.
- Swimming.
- Boxing.
- Football.
- Other sports and recreational activities.

The Center's records include the establishment of a sports academy for training and self-defense alongside specialized scientific courses.

Article (8): Beneficiary Groups

The Center primarily targets:

1. Children.
2. Adolescents and youth.
3. Women and mothers.
4. Families and parents/legal guardians.
5. Widows, wives of martyrs, and their families.
6. People affected by wars, crises, and displacement.
7. Individuals with psychological and social support needs.
8. Students and graduates.
9. Counselors and professionals working in psychological and educational fields.
10. Teachers and individuals working with children.
11. Employees and professionals.
12. Volunteers and humanitarian workers.
13. Local and international institutions and organizations.
14. Members of the local community in general.

The Center's records document its engagement with students, graduates, workers, individuals interested in humanitarian work and psychosocial support, and local and international institutions and organizations.

Chapter Four: Organizational and Administrative Structure

Article (9): General Structure

The Center's administrative structure consists of:

First: Senior Management

- Center Director.

Second: Technical (Clinical) Unit

- Individual Psychological Counseling Department.
- Family and Marital Counseling Department.
- Child and Adolescent Counseling Department.
- Transfer and Referral Department.
- Consulting Psychiatrist.

Third: Psychological Support Unit

- Group Counseling Department.
- Therapeutic Programs Department.
- Sports and Activities Department.
- Human Development Department.

Fourth: Operations and Support Administration

- Reception and Appointment Scheduling Unit.
- Monitoring and Evaluation Unit.

- Administrative and Financial Affairs.

Fifth: Supporting Units

- Marketing and Public Relations.
- Media and Website.
- Data Entry and Documentation.
- Volunteers and Trainees.

Article (10): Center Director

The Center Director shall have overall administrative and executive responsibility and shall, in particular:

1. Represent the Center before official authorities, institutions, and partners.
2. Supervise implementation of the Center's policies and objectives.
3. Approve plans and programs.
4. Approve internal regulations and policies.
5. Supervise staff.
6. Approve expenditures in accordance with the financial system.
7. Supervise financial and material resources.
8. Monitor service quality.
9. Approve certificates issued by the Center.
10. Approve official correspondence.
11. Supervise projects and initiatives.
12. Supervise the receipt and distribution of humanitarian assistance when available.
13. Delegate certain authorities to specialized employees when necessary.
14. Establish committees and working teams when necessary.
15. Strengthen partnerships and cooperation with relevant institutions.

Article (11): Technical (Clinical) Unit

The Technical Unit shall be responsible for providing direct services to beneficiaries.

Individual Counseling Department

Responsible for:

- Receiving cases.
- Conducting case assessments.
- Conducting professional assessments.
- Providing counseling sessions.
- Developing intervention plans.
- Following up cases.
- Referring cases when necessary.

Family and Marital Counseling Department

Responsible for:

- Family counseling.
- Marital counseling.
- Dealing with family conflicts.
- Supporting family communication.

Child and Adolescent Counseling Department

Responsible for:

- Assessing the needs of children and adolescents.
- Providing psychological counseling.
- Addressing behavioral problems.
- Supporting families.
- Implementing age- and case-appropriate programs.

Consulting Psychiatrist

When available, responsible for:

- Consulting on cases requiring advanced medical or psychiatric assessment.
- Providing specialized medical opinions.
- Cooperating with the Center's team.

- Receiving referred cases.
- Recommending referral to specialized medical services when necessary.

Article (12): Psychological and Psychosocial Support Unit

The Unit shall be responsible for implementing preventive and community programs.

Group Counseling Department

- Support groups.
- Group sessions.
- Preventive programs.
- Psychological debriefing activities.

Program Coordinator

- Preparing and organizing programs.
- Coordinating with trainers and specialists.
- Organizing workshops.
- Monitoring implementation of activities.

Sports and Activities Department

- Implementing sports activities.
- Recreational activities.
- Self-defense activities.
- Supporting psychological programs through appropriate activities.

Human Development Department

- Implementing courses.
- Skills development.
- Personal development programs.
- Life and professional skills.

Article (13): Operations and Support Administration

First: Reception and Appointment Scheduling

Responsible for:

- Receiving beneficiaries.
- Scheduling appointments.
- Organizing schedules.
- Opening files according to the approved system.
- Maintaining beneficiary privacy.
- Directing beneficiaries to the relevant department.

Second: Monitoring and Evaluation

Responsible for:

- Monitoring service quality.
- Monitoring case progress.
- Evaluating programs.
- Preparing reports.
- Measuring beneficiary satisfaction.
- Proposing improvements.

Third: Administrative and Financial Affairs

Responsible for:

- Human resources.
- Administrative files.
- Salaries.
- Procurement.
- Financial records.
- Assets.
- Financial monitoring of projects.

Chapter Five: Workflow for Psychological Services

Article (14): Procedural Model

The Center shall adopt the following sequence:

Service Request → Reception and Registration → Appointment Scheduling → Initial Assessment → Planning → Counseling Intervention → Follow-Up → Referral When Necessary → Final Assessment → Case Closure

Stage One: Service Request

Requests may be submitted:

- In person.
- By telephone.
- Electronically.
- Through approved communication channels.

Stage Two: Registration

A beneficiary file shall be created using a designated number or code, with due regard to confidentiality.

Stage Three: Initial Assessment

A qualified specialist shall assess the case and determine the nature of the need.

Stage Four: Planning

The following shall be determined:

- Intervention objectives.

- Nature of the service.
- Expected number of sessions.
- Appropriate intervention approach.

Stage Five: Intervention

Sessions may be conducted:

- Individually.
- With families.
- In groups.
- Through other appropriate interventions.

Stage Six: Follow-Up

Progress shall be assessed periodically.

Stage Seven: Referral

A case shall be referred to a psychiatrist, institution, or specialized service provider if its needs exceed the scope of the Center's services or require specialized intervention.

Stage Eight: Case Closure

A case may be closed when:

- Intervention objectives have been achieved.
- The service is no longer needed.
- The beneficiary requests closure.
- External referral is required.
- Or for any other professional reason determined by the specialist.

Chapter Six: Confidentiality and Data Protection

Article (15): Professional Confidentiality

All staff, volunteers, and trainees shall:

1. Maintain the confidentiality of beneficiary data.
2. Refrain from sharing information without a professional or legal justification.
3. Refrain from accessing case files unless required by the nature of their work.
4. Refrain from removing beneficiary files from the Center without written authorization.
5. Refrain from using information for personal purposes.
6. Continue to comply with confidentiality obligations after their relationship with the Center ends.

Article (16): Safekeeping of Beneficiary Files

Beneficiary files shall be confidential and may include, as necessary:

- Registration data.
- Assessments.
- Session notes.
- Intervention plans.
- Follow-up records.
- Referrals.
- Case closure records.

Paper and electronic files shall be stored in a manner that prevents unauthorized access.

Article (17): Informed Consent

Before providing applicable services, the following shall be explained:

- Nature of the service.
- Objectives.
- Delivery mechanism.
- Limits of confidentiality.

- Rights and obligations.
- Any relevant risks or limitations.

Written consent shall be obtained from the beneficiary or their parent/legal guardian, depending on age, circumstances, and the nature of the service.

Chapter Seven: Child Safeguarding and Protection of Vulnerable Groups

Article (18): Child Protection

The Center shall:

1. Provide a safe environment for children.
2. Prevent all forms of abuse and exploitation.
3. Prohibit physical punishment or humiliation.
4. Respect children's privacy.
5. Avoid meeting children in circumstances that expose them to risk.
6. Involve parents/legal guardians where required by the circumstances and nature of the service.
7. Take appropriate measures when there is a suspected risk to a child.

Article (19): Prevention of Exploitation and Abuse

Staff and volunteers are prohibited from:

- Financial, psychological, or social exploitation of beneficiaries.
- Harassment or abuse.
- Discrimination.
- Blackmail.
- Misuse of beneficiary information.
- Establishing inappropriate personal or financial relationships with beneficiaries.

Article (20): Photography and Publication





Beneficiaries may not be photographed, and their photographs, stories, or personal data may not be published without appropriate and clear consent.

For children, parental or legal guardian consent must be obtained in accordance with approved procedures.

It is prohibited to publish any material that reveals a beneficiary's identity where this may result in harm, stigma, or violation of privacy.

Article (21): Complaints and Reporting Abuse

Any beneficiary, employee, or volunteer has the right to submit a complaint.

The Center's management shall:

1. Receive complaints confidentially.
2. Record them.
3. Review them.
4. Investigate them when necessary.
5. Take appropriate action.
6. Protect complainants from retaliation.
7. Refer cases requiring official intervention to the competent authorities.

Chapter Eight: Human Resources

Article (22): Recruitment

Employees shall be selected based on:

- Academic qualifications.
- Experience.
- Competence.
- Nature of the position.
- Specialization.
- Professional licensing where required.



- Good conduct and reputation.
- The Center's actual staffing needs.

Article (23): Probationary Period

The probationary period shall be **3–6 months**, unless the employment contract or applicable law provides otherwise.

Article (24): Employee Duties

Employees shall:

1. Comply with working hours.
2. Perform assigned duties.
3. Respect management, colleagues, and beneficiaries.
4. Maintain confidentiality.
5. Protect the Center's property.
6. Comply with regulations and instructions.
7. Refrain from abusing their position.
8. Refrain from using Center resources for unauthorized personal purposes.
9. Comply with professional and ethical standards.

Article (25): Employee Rights

Employee rights shall be determined in accordance with:

- The employment contract.
- Palestinian labor law.
- The Center's internal regulations.
- The nature of the position.

These rights include statutory rights relating to remuneration, leave, a safe working environment, and other rights established by law.

Article (26): Conflict of Interest

Employees shall disclose any personal, financial, or family interest that may affect their impartiality in decision-making.

Employees are prohibited from:

- Using their position for personal benefit.
- Favoring a supplier or organization because of a personal interest.
- Accepting benefits that influence their decisions.
- Using Center information for personal benefit.

Management may take appropriate measures to prevent conflicts of interest.

Article (27): Center Property

The Center's property, equipment, and facilities shall be used for work-related purposes.

It is prohibited to:

- Use them for personal purposes without authorization.
- Remove them from the Center without authorization.
- Sell or dispose of them without management approval.
- Use them in a manner that exposes them to damage or loss.

Article (28): Social Media

The **Marketing/Public Relations Manager**, or a person authorized by management, shall manage the Center's social media accounts.

The **Data Entry and Documentation Officer** may carry out publication and technical management of the website and social media platforms within the authority granted by management.

All publications must respect:

- The Center's identity.
- The Center's logo.

- Privacy.
- Beneficiaries' rights.
- The prohibition against publishing confidential information.
- Accuracy and professionalism.
- The prohibition against offending any organization or individual.

Article (29): Violations and Disciplinary Measures

Violations may include, but are not limited to:

- Breach of confidentiality.
- Repeated absence or lateness without justification.
- Mistreatment of beneficiaries.
- Misuse of Center property.
- Financial misconduct.
- Abuse of position.
- Publication of unauthorized information.
- Use of the Center's name for personal purposes.
- Violation of professional instructions.

Measures shall be proportionate to the nature of the violation and may include:

1. Verbal warning.
2. Written warning.
3. Deduction or other legally permitted disciplinary measure.
4. Suspension of certain authorities.
5. Termination of employment in accordance with law and contract.
6. Reporting to competent authorities where a legal violation exists.

No serious disciplinary measure shall be imposed without verifying the facts and giving the employee an opportunity to provide their statement, and in a manner consistent with applicable law.

Article (30): Termination of Employment

An employee's relationship with the Center may end due to:

- Expiration of the contract.
- Resignation.
- Termination in accordance with the law.
- Failure to successfully complete the probationary period.
- Legitimate professional or administrative reasons.

Upon termination, the employee shall return:

- Center property.
- Documents.
- Equipment.
- Files.
- Passwords and access privileges.
- Any Center-owned materials or items entrusted to them.

Confidentiality obligations shall continue after termination of employment.

Chapter Nine: Volunteering and Practical Training

Article (31): Volunteers

The Center may engage volunteers according to program needs.

Volunteers shall:

- Respect beneficiaries.
- Maintain confidentiality.
- Follow instructions.
- Operate within the limits of their authority.
- Refrain from providing specialized services for which they lack qualifications.
- Refrain from acting in the name of the Center before any organization, institution, or individual without the Center's authorization.

Article (32): Practical Training

The Center may receive trainees and students pursuant to an agreement or administrative approval.

Trainees may not:

- Access case files without authorization.
- Provide independent psychological services without supervision.
- Photograph beneficiaries.
- Publish information concerning cases.
- Use the Center's name without authorization.
- Photograph any paper, file, or document belonging either to beneficiaries or to the Center itself.

Chapter Ten: Courses and Training Programs

Article (33): Training Areas

Courses may include, but are not limited to:

- Psychological counseling.
- Mental health and psychosocial support.
- Psychological First Aid.
- Human development.
- Personal development.
- Life skills.
- Communication.
- Programs related to the Center's field of work.
- Any course, training, or activity that serves professional interests and is consistent with the Center's professional scope and authorities.

Article (34): Approval of Courses and Trainers



The Center shall approve the courses it implements in accordance with its policies and resources and in compliance with relevant regulations.

Trainers shall be selected based on:

- Qualifications.
- Experience.
- Specialization.
- Professional certifications.
- Training experience.

Any joint accreditation with another organization or official body must be based on formal approval or an official agreement.

Article (35): Registration and Attendance

Registration may be conducted through:

- Electronic links.
- Direct registration.
- Approved communication channels.

Each course shall specify:

- Number of hours.
- Fees.
- Location.
- Registration requirements.
- Certificate requirements.

Article (36): Certificates

The Center may issue:

- Certificates of participation.
- Certificates of completion.
- Training certificates.

- Practical experience certificates.
- Joint certificates with other organizations where an appropriate agreement or accreditation exists.

Certificates approved by the Center shall be signed by the **Center Director**.

No certificate may be described as "accredited by the Ministry of Health" or by any other authority unless such official accreditation actually exists.

Chapter Eleven: Working Hours and Leave

Article (37): Working Hours

Official working hours shall be:

Working Days: Sunday to Thursday – Saturday for administrative work and certain special cases.

Working Hours: 8:00 a.m. to 4:00 p.m.

Working hours may be adjusted according to the nature of programs or emergency circumstances by decision of management.

Article (38): Attendance and Departure

The Center currently uses a **manual attendance registration system**.

Employees shall accurately record their arrival and departure.

Article (39): Leave

Leave shall be granted in accordance with **Palestinian Labor Law and relevant regulations**, consistent with the employee's contract and the Center's policies.

Article (40): Part-Time and Remote Work

The Center may engage employees on:

- Part-time arrangements.
- Remote work arrangements.

Such arrangements shall be determined through an assignment or contract while maintaining confidentiality and work quality.

Article (41): Assignment of Tasks

Employees may be assigned tasks through:

- Official assignments.
- Email.
- Work groups.
- Approved communication applications.
- Work meetings.
- Direct communication.

Tasks must be clear and appropriate to the nature of the position.

Article (42): Meetings

Center meetings shall be held at the Center's premises or another appropriate location. Meetings may also be conducted electronically when necessary.

Important decisions shall be documented and their implementation followed up.

Article (43): Employee Evaluation

Employees shall be evaluated **twice a year**.

The evaluation shall include:

- Performance.

- Compliance.
- Quality of work.
- Interaction with beneficiaries.
- Teamwork.
- Initiative.
- Confidentiality.
- Achievement of assigned tasks.

Chapter Twelve: Financial System

Article (44): Bank Accounts

The Center's funds shall be managed through official bank accounts registered in the Center's name.

There is currently no permanent cash fund maintained by the Center under the existing system.

Article (45): Receipt of Funds

Center funds shall be received through official bank accounts and may include, according to their nature:

- Service fees.
- Course fees.
- Donations.
- Grants.
- Project-specific funding.
- Any other lawful revenues.

Article (46): Expenditure

Expenditures shall only be made after approval by the competent authority.

Expenditure approval shall be provided by:

The Financial Officer and the Center Director.

All expenditures shall be documented according to the project or activity for which they were incurred.

Article (47): Banking Authorities

Withdrawal and transfer authority from the Center's bank accounts shall rest with the Center Director or a person officially delegated by the Director, in accordance with the authorities registered with the bank.

Article (48): Procurement

Procurement shall follow the following steps:

1. Identify the need.
2. Submit a purchase request.
3. Obtain quotations where necessary.
4. Compare quotations.
5. Approve the purchase.
6. Process payment through the bank account.
7. Retain supporting documents.
8. Record the expenditure under the relevant project or activity.

Article (49): Donations and Grants

Donations and grants shall be used for the purposes for which they were designated.

The Center shall:

- Document the source of funding.
- Identify the purpose.
- Record the revenue.
- Document expenditures.
- Retain supporting documents.
- Prepare reports where required by the donor.

The Center's documents confirm its orientation toward implementing initiatives and projects targeting groups in greater need and supporting people affected by crises, wars, and displacement.

Article (50): Assets

The Center shall maintain an asset register including:

- Equipment.
- Furniture.
- Machinery and supplies.
- Tools.
- Other assets.

Center assets may not be disposed of or sold except by decision of the authorized management.

Chapter Thirteen: Media and Website

Article (51): Website

The Website Officer or **Data Entry and Documentation Officer**, within the authority granted to them, shall manage the Center's digital content.

Their duties include:

- Data entry.
- Activity documentation.
- Publishing articles.
- Updating website pages.
- Uploading photographs.
- Archiving materials.
- Updating news and programs.
- Monitoring digital content.

Article (52): Social Media and Media Activities

The Center's official accounts shall be managed by persons authorized by management.

No employee may create an account in the Center's name, use the Center's logo, or issue statements on behalf of the Center without authorization.

Article (53): Logo and Visual Identity

The Center's logo and visual identity constitute intangible property of the Center.

It is prohibited to:

- Modify the logo without approval.
- Use it for personal purposes.
- Place it on materials outside the scope of the Center without authorization.
- Grant its use to other organizations without management approval.

Article (54): Dealing with Press and Media

The Center Director or an officially authorized representative shall be responsible for official statements.

The Public Relations or Media Officer may coordinate with media outlets after obtaining the necessary approval.

Article (55): Activity Documentation

The Center shall document activities and programs through:

- Photographs.
- Reports.
- Attendance lists.
- Forms.
- Media materials.
- Activity results.

Documentation must not result in a violation of beneficiaries' privacy.

Article (56): Data Entry and Documentation Officer

The **Data Entry and Documentation Officer** shall be responsible for:

1. Entering data.
2. Organizing databases.
3. Documenting activities.
4. Archiving files.
5. Preparing materials required for the website.
6. Updating digital data.
7. Contributing to website content management.
8. Documenting programs and courses.
9. Preparing statistical reports within the scope of their authority.
10. Managing or updating authorized digital content.
11. Uploading media materials after obtaining the required approvals.
12. Maintaining data security and confidentiality.

The Officer shall be granted the technical authorities necessary to perform their duties. This shall not imply a right to access confidential case information except to the extent required by their role.

Chapter Fourteen: Risk Management and Emergency Situations

Article (57): Emergency Cases

Where a case requires specialized or urgent medical or psychological intervention, the specialist shall take appropriate measures, which may include:

- Contacting the family.
- Referral to a psychiatrist.
- Referral to a health institution.

- Contacting emergency services.
- Referral to a specialized service provider.

The referral process shall be documented in the case file.

Article (58): Crises and Disasters

Subject to available resources, the Center may implement mental health and psychosocial support and humanitarian response programs during:

- Wars.
- Displacement.
- Disasters.
- Community crises.
- Humanitarian emergencies.

This aspect has been a clear part of the Center's work during the war, including psychological support and recreational activities for children and displaced persons.

Chapter Fifteen: Partnerships and Projects

Article (59): Partnerships

The Center may cooperate with:

- Ministries and government institutions.
- Universities.
- Educational institutions.
- Health institutions.
- Local organizations and institutions.
- International organizations.
- Donor organizations.
- Community institutions.

- Private centers.

Such cooperation may be established through agreements, memoranda of understanding, or other appropriate arrangements.

The Center has previously implemented partnerships with:

- National Research Center.
- Cancer Research Center in Gaza.
- Ministry of Women's Affairs.
- Pal Cool Company.
- Yaghih Gaza Team.
- Al-Tawfiq Educational Center.

As well as other community and training organizations.

Article (60): Projects and Initiatives

The Center may design and implement projects and initiatives based on:

- Community needs.
- Center objectives.
- Available funding.
- Available personnel.
- Legal requirements.
- Requirements of supporting organizations.

Each project shall have a separate file containing its work plan, budget, expenditures, results, and documentation.

Chapter Sixteen: Reporting and Institutional Documentation

Article (61): Reports

The Center shall prepare appropriate reports concerning:

- Activities.
- Programs.
- Projects.
- Training.
- Services.
- Resources.
- Beneficiaries.
- Community impact.

A comprehensive annual report may also be prepared.

The Center's previous annual report was based on presenting its profile, vision, mission, programs, initiatives, achievements, community impact, and future aspirations.

Chapter Seventeen: General Provisions

Article (62): Scientific and Professional Achievements

Al-Yousuf Center for Psychological Counseling and Psychological Support

recognizes and values the scientific and professional achievements of its Director and staff that contribute to the development of knowledge and professional practice in the field of psychological counseling and psychosocial support.

The book "**Al-Murshid**" (**The Counselor**) is considered one of the scientific and professional achievements of the Director of Al-Yousuf Center for Psychological Counseling and Psychological Support, **Mr. Mohammad Yusuf Issa**, who prepared and presented the book as part of his scientific and professional contributions to the field of psychological counseling and psychosocial support.

Article (63): Compliance of the Internal Regulations with the Law

These Regulations shall be applied in a manner that does not conflict with:

- Applicable Palestinian laws.
- Regulations of the Ministry of Health.
- The Center's licensing requirements.
- Employee contracts.
- Relevant official regulations and instructions.

In the event of a conflict, the higher-ranking legal or regulatory provision shall prevail.

Article (64): Amendment of the Internal Regulations

These Regulations may be amended by a decision of the Center's management whenever necessary and in accordance with:

- The development of the Center.
- Changes in services.
- Legal requirements.
- Changes in the administrative structure.
- Operational needs.

Article (65): Approval of the Regulations

These Regulations shall enter into force as of the date of their approval and signature by the authorized representative of the Center.

Approval of the Regulations

Center Name:

Al-Yousuf Center for Psychological Counseling and Psychological Support

Al-Yousuf Center for Psychological Counseling and Psychosocial Support

Director:



Mohammad Yusuf Mutlaq Issa

Title:

Center Director

Signature:

Official Seal:

Date of Approval: 01 / 01 / 2024

