

Abstract

The diploma thesis is focused on applying restrictive measures in critical situations with client in low-threshold facilities for children and youth. It is divided into two parts – theoretical and practical.

The theoretical part has six chapters. The first chapter defines term of a low-threshold facilities for children and youth (hereafter “NZDM” – abbrev coming from the Czech term) and aims at history of street social work and roots of beginning of NZDM in the Czech Republic. It also explains low-threshold principle, aims of NZDM, and content of the service. The second chapter defines a worker of NZDM as per law, his/her abilities and competencies. In the third chapter there is description of a focus group; the fourth chapter directs methods of working with the focus group. The fifth chapter defines term of a conflict; the sixth term of a sanction (restrictive measures).

The practical part brings information about research strategy; it defines main aim and research questionnaire. Questions are focused on sanctions which are used by workers of NZDM in conflict situations, how they see usage of such sanctions when looking back, and what would be their recommendation to colleagues who are in difficult conflict situation. Further there is description of a research group – contact workers of NZDMs, methods of data acquisition (specifically semi-structured interview), and analysis of documents. Readers are introduced with results of research survey and in the conclusion there can be found discussion and recommendation for general practice.

Key words

Low-threshold facilities for children and youth, social worker, contact work, critical situation, restrictive measures