

POLAND



A Guide For Ukrainian Refugees

This doc is best viewed using the [Google Docs App](#).

 Для перегляду українською мовою натисніть: [Біженці, які тікають до Польщі](#)

 Для перегляду російською мовою натисніть: [Беженцы бегут в Польшу](#)

"Ukrainians who left Ukraine as a result of Russian aggression, came directly to Poland and then declared their intention to stay in Poland, will have the right to legally stay in Poland for 18 months. To obtain the right of residence – as well as the many other rights, services and benefits associated with it – they will need to apply for a [PESEL number](#), which will be possible from 16 March. The new law also applies to spouses of Ukrainian nationals not holding Ukrainian citizenship who came to Poland directly from Ukraine as a result of the war."

"Accommodation and food will be provided to Ukrainians by provincial governors and local governments."

[Source](#)

Table of Contents

**Click on the subject headings in the table of contents to jump to that section of this document.*

■ Visa & Asylum Information	2
■ Border Crossing Information	3
■ Information for Ukrainian Refugees	3
■ Reception Centers/Temporary Stay	4
■ Housing Options	5
■ Medical & Dental Care	6
■ Psychosocial/Mental Health Support	6
■ Hotlines & Helplines	6
■ Transportation	
■ Legal Aid/Assistance	8
■ Animal-related Assistance & Info	9
■ Education	10
■ Employment	10
■ Other Services	10
■ Request Help	11
■ Humanitarian Organizations	11
■ Community Facebook Groups & Telegram Channels	11
■ Offer Help/Volunteer Registries	11
Useful Contacts	12
Notes / Updates	13
Your Safety and Security	13
Contact Information	14

▪ Visa & Asylum Information

[Ministry of Foreign Affairs](#)

[Office for Foreigners](#)

Information Hotline: +48 22 490 20 44

(Information on legal stay & work; various aspects of life in Poland; and getting assistance in emergencies.)

Hours: Mon – Fri 9:00 to 17:00.

[European Commission | Information For People Fleeing The War in Ukraine](#): "If you are fleeing the war in Ukraine and coming to the European Union, you will find key information about your rights with regard to crossing the border into an EU country, eligibility for temporary protection and applying for international protection, as well as the rights of travel inside the European Union."

▪ Border Crossing Information

[Border Crossing Points](#)

[Ukraine Border Crossings Monitoring](#): "Providing general info and overview about the current situation at Ukraine borders." Also see: [Monitoring of Border Crossings Queues](#).

Cars crossing the border do not need a vehicle "green card" – as of 3/19.

▪ Information for Ukrainian Refugees

Information Centre for Ukraine:

Hotline: +48 123337108

Hours: Daily from 10:00 to 21:00

★ Ministry of the Interior and Administration of Poland:

- [Website for Ukrainian Refugees](#)
- [Services in Poland](#)

[Portal For Assistance to Refugees](#): Requests for help; Free accommodations; Free transportation offers; Free medical assistance for adults, children, pregnant women &

ontological; Free psychological help for adults & children; Legal aid – legalization, receiving documents for children, certification of documents, work permit, translation of documents and providing legal advice; and Help for animals. This site is in Pol, Eng & Ukr.

[Stand With Ukraine — Pomoc dla Ukrainy](#): Helpful links to resources.

[European Website On Integration](#):

'Poland: Parliament adopts law on assistance to Ukrainian refugees' (3/18)

■ Reception Centers/Temporary Stay

Upon arriving at the Reception Center:

- You will receive additional information about your stay in Poland
- You will be provided with temporary housing
- You will receive hot food, drinks, basic medical care and a place to rest. [Source](#)

Centers:

- Lower Silesia: Wrocław, street Wittig 4 (ul. Wittig 4)
- Kuyavian-Pomeranian Voivodeship: Copernicus Hotel, Toruń, vul. Воля Замкова 16 (Hotel Kopernik, Toruń ul. Wola Zamkowa 16)
- Lublin Voivodeship:
 1. Municipal Center of Culture and Tourism "Sukhodolsky Palace", st. Parkowa 5, 22-175 Dorohusk – housing estate (ul. Parkowa 5, 22-175 Dorohusk – housing estate)
 2. Border Center of Culture and Recreation, st. Kooperativna 8, 22-540 Dołobyczów (ul. Spółdzielcza 8, 22-540 Dołhobyczów)
 3. School complex in Gorodło, street Pilsudskiego 58, 22-523 Horodło (ul. Piłsudskiego 58, 22-523 Horodło)
 4. Primary school in Lyubichi Krolevska (back of the gym), st. Jana III Sobieskiego 5, 22-680 Lubycza Królewska
 5. Municipal Center for Sports and Recreation in Kholm – st. Border 2A, 22-100 Chełm (ul. Graniczna 2A, 22-100 Chełm)
 6. Hrubieszowski Sports and Health Center – st. Ciesielczuka 2, 22-500 Hrubieszów (ul. Ciesielczuka 2, 22-500 Hrubieszów)
 7. Sports and Recreation Center – Sports Avenue 8, 22-600 Tomaszów (Aleja Sportowa 8, 22-600 Tomaszów Lubelski)

- Lubuskie: Lubuskie Voivodeship Administration in Gorzów Wielkopolski, vul. Jagiellończyka 8, 66-400 Gorzów Wielkopolski (ul. Jagiellończyka 8, 66-400 Gorzów Wielkopolski)
- Łódź: Łódzki House of Culture, Łódź, vul. Traugutt 18 (Łód (: Łódzki Dom Kultury, Łódź, ul. Traugutt 18)
- Lesser Poland: Krakow, Central Station, at the entrance to the fourth platform from the box office – st. Pawia, 31-154 Kraków (- ul. Pawia, 31-154 Kraków)
- Masovian Voivodeship: Warsaw West Railway Station, ave. Jerozolimskie 142 (Al. Jerozolimskie 142)
- Opole province: dormitory "Socrates", st. Małopolska 22, 45-301 Opole (ul. Małopolska 22, 45-301 Opole)
- Subcarpathian Voivodeship:
 1. Common room, Korczow 155, 37-552 Korczow (Korczowa 155, 37-552 Korczowa)
 2. Gym – Medica 285, 37-732 Medica (Medyka 285, 37-732 Medyka)
 3. Krowica Sama Primary School 183, 37-625 Krowica Sama 183, 37-625 Krowica Sama
 4. Former primary school in Łodyna, Łodyna 41, 38-700 Ustrzyki Dolne
 5. Shopping and storage center Korczowa Dolina – Hala Kijowska – Młyny 90, 37-552 Młyny
 6. Przemyśl Railway Station, Legion Square 1, Przemyśl 37-700 (Plac Legionów 1, Przemyśl 37-700)
- Podlasie: hotel complex JARD "Nad Zalewem", street Białystok 94-98, 16-010 Wasilków, (ul. Białostocka 94-98, 16-010 Wasilków)
- Pomerania: Harcerz House, Gdańsk, vul. Behind the walls 2/10 (Dom Harcerza, Gdańsk, ul. Behind the Walls 2/10)
- Silesian: Caritas, 40-042 Katowice, street Vita Stwosza 10 (CARITAS, 40-042 Katowice, ul. Wita Stwosza 10)
- Świętokrzyskie Voivodeship: świętokrzyskie Provincial Administration in Kielce, ave. IX century Kielce 3 (krwiętokrzyski Provincial Office in Kielce, Al. IX Centuries of Kielce 3)
- Warmia and Mazury: 10-575 Olsztyn, ave. Pilsudko 7/9 (10-575 Olsztyn, Al. Piłsudskiego 7/9)
- Greater Poland: Poznan International Fair, st. Głogowska 14, Poznań (ul. Głogowska 14, Poznań)
- Western Pomerania: Ave. Al. Piastów 40A, Szczecin

[Source](#) for this information.

▪Housing Options

"The Warsaw-based [Nasz Wybór](#) organizes a professional & coordinated mobilization to share apartments & housing for people fleeing Ukraine."

"If you have been brought to a city or town in Poland and you need housing or any other assistance – contact a place organized by the local mayor's office – the local municipality. Most often they are located at stations." [Source](#)

- [Warsaw](#)
- [Gdańsk](#)
- [Poznan](#)
- [Krakow](#)

"[Insight.org](#) is organizing temporary stays of people from the LGBTQ+ community and their families in other cities/countries, helping with accommodation and basic necessities, coordinating with organizations and other people on the ground, while providing free psychological assistance." (They also provide legal help.) [Source](#)

- Request psychologist help [here](#).
- Request legal assistance [here](#).

([Facebook](#))([Twitter](#))

▪Medical & Dental Care

Hotline for Ukrainians seeking medical care (Available 24/7): +48 807 190 590

"[Lekarze dla Ukrainy](#)' (Doctors for Ukraine), available in Ukrainian, Polish and English, allows Ukrainian refugees to search for medical specialists across Poland for free services." [Source](#)

The Polish dental community created a website to offer [free urgent dental treatment](#) to Ukrainian refugees. The site includes a map of participating dental offices. (This effort is supported by the Polish Dental Association.) [Source](#)

▪Psychosocial/Mental Health Support

The [Foundation of the Polish Migration Forum](#), Bezpłatny Telefon Kryzysowy, provides psychological support in Ukr & Rus. See [here](#).

[Support Telephone Line](#) for those who have been affected by the war in Ukraine. If you or a loved one needs support, you're encouraged to get help by contacting one of their psychologists.

Phone numbers and hours of service for the Support Line: click [here](#).

The [Masha Efrosinina Foundation](#) provides psychological assistance to children. Request assistance [here](#). (Ukr)

[Therapists for Ukraine](#): "The counselors listed on this page come from many backgrounds, work with different therapeutic modalities, and speak a wide variety of languages. What unites them is that they have agreed to offer free, online counseling for any person directly affected by the war in Ukraine."

- They offer a minimum of 4, 45-60 minute sessions.

•Hotlines & Helplines

[The Justice Fund](#): Crime Victims Support Infoline/Crime Aid Line: +48 222 309 900. They provide legal aid, psychological support, health services, material & rent support and more. For services, you may also email info@numerosos.pl.

Violence Against Women & Domestic Violence Helplines:

- +48 8001 200 02
- +48 600 07 07 17 9
- +48 22 668 70 00

[NoMore Directory](#):

Sexual Assault Helplines:

Women's Rights Center Foundation 24/7 nationwide hotline: +48 07 07 07 17

Warsaw Center for Crisis Intervention (WOIK): +48 514 202 619

Warsaw Anti-Violence Helpline: +48 888 88 33 88

Crisis Intervention Point: +48 22 837 55 59

Women's Right Centers: [Contacts](#)

Domestic Violence Helplines:

National 24/7 Emergency Service for Survivors of Family Violence (Blue Line): +48 22 668 70 00

Warsaw 24/7 Emergency Service for Survivors of Family Violence (Blue Line): +48 573 976 666

Counseling Center for Counteracting Domestic Violence: +48 22 845 12 12 or Mobile: +48 667 833 400

Psychological Support Intervention Phone: +48 669 981 038.

"Call if:

- You had to suddenly leave Ukraine for Poland;
- You are worried about how you will arrange your next days;
- You feel fear or experience paralyzing sadness;
- You are worried about the well-being of your children;
- Your relatives stayed in Ukraine, you feel helpless & lonely.
 - The hotline supports regular phone calls, Whatsapp & Viber.
 - Mon 16.00-20.00 | Wed 10.00-14.00 |
Fri 14.00-18.00." [Source](#)

[Helplines in Poland](#): "Struggling? Get free, confidential support from a real human over phone, text or web chat — free emotional support, wherever you are."

[JDC Entwine](#) has set up emergency hotlines for anyone needing assistance.

- Emergency Hotline Number: +48 509 135 836
- The hotlines are available daily from 8:00 to 20:00.

•Transportation

[Official Telegram channel](#) with all current information for evacuation trains.

- Ukrainian railways publish the schedule at around 21:00 daily. The schedule shows a number of trains going to Poland, Hungary and the Czech Republic.

[FlixBus](#) provides free rides from Bucharest, in addition to Przemyśl and Rzeszów. For more info and ticket requests, go [here](#). (In Ukr, go [here](#))

[Polferries](#) provides transport to refugees from Ukraine free of charge. To obtain a free ride, please contact the hotline: +48 22 230 2222 or contact via email: rezerwacje@polferries.pl.

[PKP Intercity Trains](#)

- 2nd class carriages of TLK and IC trains are free of charge.
- Refugees can travel to any point in Poland, changing trains (within the categories specified) as needed.
- Any document confirming Ukrainian citizenship may be used to confirm eligibility.
- Free tickets are distributed by ticket offices and on-board staff.

[UBER](#) is offering free rides from the border to Lublin or Rzeszów:

- Use Codes **POMOCLUBELSKIE** or **POMOCPODKARPACKIE**
- Hrebenne, Budomierz, Korczowa and Medyka to Rzeszów
- Dołhobyczów, Dorohusk, Zosin to Lublin

[Free travel options offered by European transport companies](#). Information for: Austria, Belgium, Bulgaria, Czechia, Denmark, Finland, France, Germany, Hungary, Italy, Latvia, Lithuania, Luxembourg, Netherlands, Poland, Romania, Slovakia, Slovenia, Spain & Sweden. (Also see: [EU Transport](#))

Transportation - Via Volunteer Networks:

- Facebook Group, ["Widzialnareka"](#) (Invisible Hand): drivers offer their services from the Polish & Ukrainian sides.
- Facebook Group: [Transport from Ukraine to Poland](#)

▪ Legal Aid/Assistance

Legal Aid Association

Appointment: Provides information and legal advice on entering & staying in Poland.

Phone: +48 792 568 561

E-mail: biuro@interwencjaprawna.pl

Krakow – Local Bar Association: [pro bono legal aid](#) for refugees from Ukraine.

[Association for Legal Intervention](#) has created a [portal](#) for legal information, where you can find FAQs and guidance on the following topics:

- Border crossing;
- International protection;
- Legalization of stay;
- Social matters;
- Education;
- You can request free help [here](#).

▪Animal-related Assistance & Info

Veterinary documents are not required at the border, but if you have them, please bring them.

Once in Poland, your animals will be examined for rabies and vaccinated at public expense and you'll be provided documentation. They will also receive a chip, if they don't already have one.

If you are evacuating with animals, this Facebook Group: [Kynolodzy - Kynologom na Ukrainie](#), has gathered a list of over a thousand safe homes in Poland where you can shelter yourself & your animals. Polish vets are also offering free medical assistance.

[Paws Up | Sprzet Ortopedyczny dla Zwierzat](#) (Orthopedic Equipment for Animals) "Both private animal owners and Ukrainian animal rescues can apply. Write hello@pawsup.pl or call: +48697665554 to tell us how we can help you."

Warsaw, Poland: Information for bird owners. [Our help | Nasza pomoc | Наша допомога](#) (Facebook): ["Projekt Ptasia Edukacja"](#), Polish educational platform focused on everything avian. (Qualified exotic vet nurse and avian zoo psychologist.) If anyone in Ukraine needs help transferring surviving parrots to safety and patching them up if needed, please contact: Phone/WhatsApp (+48) 607550520. I volunteer to either come to the border or cross the border to take them either to Polish zoos that offer shelter or to temporary homes (I have a base of volunteers). I will provide a contract/agreement to sign so nobody has to worry about the credibility. Слава!" ~ [Ola Borowiec](#), Avian Vet. Nurse [Source](#)

Free vet service for birds | [Darmowa pomoc weterynaryjna | Безкоштовна допомога ветеринара](#): Aleksandra Kornelia Maj, DVM, Avian vet., offers FREE veterinary help for refugee birds in Warsaw, as well as remote help and advice - will also try to help find temporary homes for birds if needed. Contact preferably via [Instagram](#) or Email: aleksandrakorneliamaaj@gmail.com." [Source](#)

▪Education

"Children from Ukraine will have the right to attend Polish schools on the same basis as Polish nationals. Ukrainian higher education students will have the opportunity to continue their education at Polish universities." [Source](#)

Displaced students can study online at other universities.

- The National Agency for Quality Assurance in Higher Education: [this list](#) is not exhaustive and will be updated on the official [Facebook page](#).

[House of Europe](#): "European institutions and programs offer a number of [opportunities to support](#) Ukrainian students and educators."

▪Employment

"Ukrainian nationals fleeing the war will gain full access to the Polish labour market (no work permit will be required) and the Polish health care system, and will receive a one-off cash allowance for subsistence, amounting to PLN 300 (63 EUR) per person." [Source](#)

[JobAid Ukraine](#): If you have left, or are planning to leave Ukraine and need help finding a job, you can view listings on their job board. (*The jobs are only available for people fleeing the war.)

[Job opportunities](#) are available for refugees in Lublin, Poland.

▪Other Services

Banking: "Poland's central bank signed an agreement with the National Bank of Ukraine that will allow every adult Ukrainian refugee to convert up to 10,000 hryvnias (\$341.88) to Polish zloty starting from March 25." [Source](#)

[Free Car insurance in Poland](#): "Polish insurers ERGO, PZU and Warta provide internal insurance policies for civil liability of car owners for a period of 30 days. Agents of these companies can be found at border crossings on the Polish side of the border."

Autism: Poland is an [Autism Europe](#) member organisation and is offering many resources for autistic refugees. Scroll down to Poland [here](#).

▪Request Help

[Ukraina Services](#): Here you will find and can add free adverts for help.

▪Humanitarian Organizations

[Prodeste Foundation](#) — Autism Support for Ukrainians: crisis intervention, child care & support groups. All services are free of charge.

◆ Contact via Phone: + 48 71 7266699 or Email: POMOC@PRODESTE.PL

▪Community Facebook Groups & Telegram Channels

[Pomoc dla Ukrainy / Допомога Україні](#) (Facebook Group)

[UA Pomoc: Strona główna](#): "This is a grassroots social action site for those who want to help and for those who are looking for help! We connect people of good heart with those who need help! If you came from Ukraine and are looking for a place where you could stay with your family, search our database!" (Transportation offers are also listed.)

[Practices of Care and Support For Women Refugees](#): Their focus is Psychology, Body Practices, Support Groups and Cross-Cultural Communication.

*There are many good resources and useful information shared in this small group.

[Telegram | Refugees in Poland](#) — help chat.

[Deaf People Support](#) | Facebook Group

▪Offer Help/Volunteer Registries

"Companies and individuals providing assistance to refugees from Ukraine in the form of accommodation and food will receive financial assistance for up to 60 days to the amount of PLN 1 200 per month (approximately 250 EUR). To obtain this financial assistance, an agreement must be concluded with the commune." [Source](#)

[Slava Ukraini](#): "If you can help in any way: post your offer on our platform. It will be translated into Ukrainian and directly reach people looking for help. Remember: any form of help is needed. Accommodation, food, clothing, medical and legal assistance."

[Help Ukraine Center](#): Humanitarian and medical aid for Ukraine. "Our Charity Fund is a joint initiative in Poland and Germany. We received a list of requirements from Territorial Defence Forces and from the Ministry of Health."

- Urgent needs: medicines, food rations, blankets, and other humanitarian assistance.
 - Warehouse in Poland.
 - Call-centre: +48 45 102 6042
 - Email: help@helpukraine.center
-

Useful Contacts

Emergency Contact Numbers:

- Police – 112
- Ambulance – 999 or 112
- Fire – 998 or 112
- Municipal police – 986
- Mountain rescue – 985 or (+48) 601 100 300
- Gas emergency – 992
- Road help – 981

Government Hotline:

Phone: +48 47 721 75 75

Ukrainian Embassy:

Address: Aleja J. Ch. Szucha 7, 00-580 Warszawa, Poland

Phone: +48 22 621 39 79

Website: <https://embassyofukraine.pl/>

IOM Information Line:

Hours: Mon – Fri: 9:00 – 19:00

Phone: +48 22 490 20 44

Human Trafficking & Counseling Migrants: +48 22 490 20 44

Hours: Mon – Fri: 9.00-17.00

Anti-Trafficking Hotline:

[La Strada | Poland](#)

Hours: Mon – Thu: 9:00 – 19:00

Phone: +48 22 628 99 99

Phone: +48 605 68 77 50

National Center for Counseling & Assistance to Victims of Trafficking:

Phone: +48 22 628 01 20

UNHCR:

[Poland Refugee Help Page](#)

Official Social Media Sites:

Chancellery of the Prime Minister of Poland:

- [Twitter](#)
- [Facebook](#)

Notes / Updates

"Ukrainians will be entitled to many social benefits, including 500+ (PLN 500 per child per month: approximately EUR 106), 300+ (PLN 300 per child per year for school supplies approximately EUR 63), family care support (for every second and subsequent child aged 12 to 36 months, to the maximum amount of PLN 12 000 per child: approximately EUR 2 553), nursery school subsidies, family benefits and social assistance. This is important because most refugees from Ukraine are currently women with children." [Source](#)

[Information for Ukrainians arriving in the European Union](#): This provides valuable information for those arriving in/choosing to stay in any of the EU countries. There are also links to each country's website for Ukrainian residents.

"There are two options when you cross the border into the European Union:

- You can move freely for up to 90 days on a standard tourist visa.
- You can claim temporary protection for 1 year, which may be renewed for up to 3 years in total depending on the circumstances.
 - The Temporary Protection Directive gives you a series of rights, including access to housing, education, employment and self-employment, necessary assistance in terms of social welfare and means of subsistence, and medical care.
 - Please note that once you have claimed temporary protection in one Member State, you cannot normally claim it in another Member State.
 - You should therefore only register for temporary protection when you have reached the country in which you want to stay for a longer period.
 - We can advise you and put you in contact with organisations in different countries that can support you.
 - In addition, please note that you can lose the benefit of temporary protection if you apply for asylum. The situation may depend on the rules in the Member States in which you are, so we advise you to seek legal advice if you wish to apply for asylum."

- For more information, please visit: [The European Commission | Webpage on Temporary Protection](#).

[Red Crescent Society | Help Finding a Missing Relative](#): Their services are free and confidential.

- Contact number: +380 44 392 7600
- Email: kyi_kyiv@icrc.org

[ARTMargins Online | Resources for Artists and Scholars Forced to Flee Ukraine](#): "...growing list of resources (primarily art- and research-related), including residencies, fellowships, internships, and emergency funds."

[Translators Without Borders](#) 'Ukraine Conflict Appeal' button at the top of their home page: "Translators without Borders is a global community of over 80,000 members helping people get vital information and be heard, whatever language they speak." ([Facebook](#)) ([Twitter](#))

[Tarjimly](#): "Tarjimly means “translate for me.” Our mission is to improve the lives of refugees and the efficiency of humanitarian services by eliminating language barriers." [Refugee Translation - Google App](#) & [Refugee Translation - Apple](#)

Your Safety and Security

"When travelling to and around the EU, please be aware of the risk of trafficking and exploitation. Only accept transport and accommodation from authorities and civil society organisations. Do not give your identification documents, personal information and belongings to anyone other than government or border officials and always inform your relatives or friends about your whereabouts. In case you are offered employment, research the company and in case of doubt you can ask national police authorities or civil society organisations for more information." *More information & resources [here](#).*

Contact Information

You may contact us via [Email](#), [Facebook Messenger](#), or [Twitter DM](#).

[Ukraine Resources & Information Doc](#)

Disaster Assist Team