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## STARTING THE JOURNEY FROM UKRAINE

- Ukrainian citizens can enter Estonia and other countries in the Schengen Visa Area with an **internal passport, biometric passport, visa or without. Underage children should have a birth certificate, but can also enter the country without one.** This applies for a spouse, child or parent accompanying a Ukrainian citizen who is of another nationality, including situations where the mother is a citizen of another country and the children are Ukrainian citizens.
- **National helpline** for the evacuation from other countries: **+380 93418 5684**

## INFORMATION ABOUT BUSES

- The Estonian Refugee Council is currently not coordinating evacuation, but if the need arises, we will continue.
- Commercial buses coming from Poland to Estonia:
  - <https://ecolines.net/ee/et> ~ 55eur
  - <https://global.flixbus.com> ~ 45eur
  - <https://luxexpress.eu/en/> ~ 70eur

### **Estonian Refugee Council DOES NOT:**

- **Does not** organise the purchase of tickets for private individuals to travel by public transport (not from Poland, Moldova or elsewhere);
- **Can't give** advice on how to get past Estonia. Technical advice can be provided by the [Estonian Human Rights Centre](#) (EHRC). At the moment, Ukrainian citizens and their accompanying close relatives of third-country nationals (parents, children, parents of adults) are allowed to move freely to their country of destination in the EU.
- **Does not** organise private cars and people to meet at the border.
- **Does not** bring anyone from Ukraine. **Can't** direct to who organises it.

## PETS ACROSS THE BORDER

- A war refugee who enters Estonia with a dog, cat, or ferret must notify the Agriculture and Food Board as soon as possible. To do this, you must fill in the notification form and send it to the following email address: [pta@pta.agri.ee](mailto:pta@pta.agri.ee). If necessary, the representatives of the local governments, border inspection posts, hotels, and refugee centres can help with filling out the [form](#).
- [More information](#).
- The Estonian Animal Rescue Group provides free food and, if necessary, medical expenses for pets, advises on the information line **+372 5360 3604**
- VARJUPAIKADE MTÜ provides assistance in Harju, Pärnu, Lääne, Viljandi, Valga and Võru County (animal food, pet supplies, preparation of documents for animals,

veterinary assistance, finding shelters if necessary, etc.). Information in Russian for refugees **+372 5689 7495**

## ON ARRIVAL IN ESTONIA

### GENERAL INFORMATION

- Citizens of Ukraine can stay in Estonia without a visa by decision of the Police and Border Guard Board (PBGB). (If the state cancels this order, they will give people time to return home or legalise their stay with a deportation order). Thus, the Estonian Human Rights Centre also recommends that anyone who qualifies for temporary protection should apply for it and obtain temporary protection.
- When arriving in Estonia, we recommend that you first **go to the [reception centres](#)** located at:
  - **Pärnu: Pikk 18** (open 24/7), call ahead **+372 5349 9911**
  - **Tartu: Riia 179a** (open 24/7) <https://www.tartu.ee/et/ukraina-abiks> + **372 5377 0588**
- **War refugees are asked to register at the nearest reception point as soon as possible.**
- **[Tallinn: Niine 2](#)** (open Mon-Fri 8-17), tel: **+372 600 0677**, NO REGISTRATION AND NO ACCOMMODATION !!
  - From there, **only people who registered in Tallinn** will receive various services and counselling offered by the city; the need for a kindergarten and school place is registered; a Tallinn's card (green card) is issued; a first aid distribution point and directs those in need to a food distribution centre.
- There is a 24-hour information line **+372 5787 4009** in the city of **Narva**, where social issues related to refugees directed to the city of Narva are resolved: living, catering, studying, access to medical care and others.

## RESIDENCE PERMIT (TEMPORARY PROTECTION)

- **Temporary protection** is an annual residence permit that provides Ukrainian citizens and their families with a sense of security and social guarantees.
- **Temporary protection can be applied for Mon-Fri 8 am - 8 pm, Sat-Sun 8 am - 4 pm** Tammsaare (Tallinn), Pinna (Tallinn), Tartu, Pärnu, Narva, Jõhvi ja Rakvere [service halls](#) of the PBGB all over Estonia. Every day from 17 to 20 people can go to the **live queue**, before that it is only by reservation.
- To submit an application for temporary protection in the service hall, **the appointment time must be booked beforehand at [www.broneering.politsei.ee](http://www.broneering.politsei.ee) // [More information](#).**
- **If a person has received a personal identification code but has not received protection, they can move on wherever they wish. A person can give up temporary protection, but they will probably not be able to apply for temporary protection again in another country. The law provides that another state may send a refugee back to where they first received protection. If the state decides otherwise, it is the right of the state. If the reason for the termination is close relatives in another country, the family member should apply for a residence permit or family reunification in another country.**
- **[If refugees don't have documents they have to go to the Ukrainian Embassy.](#)** The Ukrainian Embassy is asking people to arrange an appointment in advance. For persons with a national passport (where only Ukrainian / Russian) and / or only with a birth certificate, the embassy issues an A4 certificate with personal data in Latin. Embassy of Ukraine, Lahe 6, Tallinn (Mon-Fri 09.00-18.00, R 09: 00-16: 45) tel. **+372 601 5815**
- **Persons in vulnerable situations (unaccompanied minors, chronically ill, pregnant women, etc.) may be referred to the asylum procedure.** We recommend doing this through the Estonian Human Rights Centre. Contacts: [asylum@humanrights.ee](mailto:asylum@humanrights.ee), tel: **+372 644 5148; +372 51949015** (works and WhatsApp)

and Viber). If they have come since 24.02, they will still go to the urgent procedure. If a standard IGC application has previously been submitted, it will be suspended and an expedited procedure will be carried out.

## NON EU-CITIZEN

- If a third-country national who is a permanent resident of Ukraine becomes a citizen of the country, he or she must also prove if he or she is unable to return to the country of origin safely and permanently. Otherwise does not qualify.
- A third-country national can only move freely if he or she is accompanied by a Ukrainian refugee. **There is also no restriction in the order of the Government that the family must come to the country together in order for a family member of a Ukrainian citizen to be entitled to temporary protection. For the purposes of applying for temporary protection, it does not matter why family members apply for a temporary residence permit in different countries. *Example: if a Non - EU citizen enters Estonia and their Ukrainian spouse remains in Poland / Latvia / Lithuania, etc., this Non - EU citizen is staying in Estonia illegally (without an independent visa) and is being detained completely legally.***

([Source](#))

- **If problems occur, this source should be indicated. Problems will definitely arise.**
- Citizens of other countries and e-residents to be referred to Estonian Police and Border Guard Board (PBGB) migration advisers advice by phone, email, Skype call and face-to-face meetings. The time of the meeting or Skype video call must be agreed in advance.
  - Phone: 612 3500 (Mon-Fri 9.00-15.00)
  - e-mail: [migrationadvice@politsei.ee](mailto:migrationadvice@politsei.ee)
  - Skype: EstonianPolice\_MigrationAdvice
  - (by appointment) Tallinn, Tartu, Jõhvi, Pärnu.

## UNACCOMPANIED CHILD

- For an **UNACCOMPANIED CHILD who has no relative or other accompanying person**, the Social Insurance Board will arrange a substitute care service.

Contacts for unaccompanied children are **Uljana** in ECHR and **Ketlin Lepik** (tel **5330 8787**), if neither of them can be reached, the Child Helpline **116111** and the mailing list [childprotection@sotsiaalkindlustusamet.ee](mailto:childprotection@sotsiaalkindlustusamet.ee) can help.

- If the child comes with a relative who is not their legal representative within the meaning of Estonian law, it would be good if the adult had a power of attorney (not required to be notarized). For example, the names of the parents written on the A4, their permission to transport the child and the rights that the sender acquires by proxy. There must be details of the sender, details of the child and where they are going. The paper must be signed by the parents. Parents must take 2 pictures: 1. a clear picture of A4 with the information written clearly and 2. a picture of the same paper with the child's parents' passports. If the power of attorney and the pictures are not immediately included with the phone, they can be sent to the sender so that they can take all the necessary initial steps.
- IF it is not possible to make a power of attorney and the child's parents are not / cannot be reached, the child protection department must be contacted by the local government. They arrange for temporary custody and then the sender can arrange for the custody of the official (this goes to court and takes time). There is no need to be afraid to turn to the local government, no one will take the child away. The child is only taken away if the sender is suspicious and there is a risk that something is wrong.
- **If a minor arrives at the counselling centre without a legal representative**, the local authority of the child's place of residence temporarily acts as the representative. In such a case, it may be necessary to appoint a guardian for the child in Estonia and the local municipalities should be notified.
- **In case of unaccompanied minor** inform: Kadi Lauri (+372 5331 6041) or Ketlin Lepik (+372 5330 8787) or, if you cannot reach them, the Child Helpline (**116111**).

An unaccompanied minor should also go to the reception point where they will be registered

- **If the child is picked up and his or her parents live on the basis of a residence permit, a family member's residence permit can also be applied for.** It takes more time than applying for temporary protection. It is also possible to apply for temporary protection first, and then later, when the residence permit issued on the basis of temporary protection begins to expire, to apply for a residence permit with a parent. Temporary protection is granted for 1 year, but a residence permit for parents has the same period of validity as that of the parents.

## MEDICAL ASSISTANCE

- The ambulance carries out the initial medical examination for all war refugees in reception centres in **Tartu** and **Pärnu**. The purpose of the health check is to find people among the war refugees who need immediate medical attention and/ or hospitalisation. Coronavirus testing is also performed at reception centres.
- You can find the list of vaccination points at [www.terviseamet.ee/ukraina](http://www.terviseamet.ee/ukraina). To book an appointment, call the state information line at **1247 / +372 600 1247**. If the person does not have an Estonian personal identification code, they will be forwarded to a vaccination point, where the personal identification code and prior registration are not required.

### **Essential medical services:**

- For Ukrainians, essential medical services are **free** of charge.
- Health advice is available in English and Russian from the family doctor's advice line **1220** (by calling **+372 634 6630** from a foreign number). If necessary, the person will be forwarded to the emergency number **112**.

### **General medical care:**

- Family medical centres provide general medical care to all Ukrainian refugees, without the need to be registered as a family doctor. Family medical centres provide medical care as needed and refer patients to a specialist for further examinations or necessary procedures. [List of general practitioners providing care for war refugees](#). You can contact the GP centre yourself.

### **Help for pregnant women and gynaecological patients:**

- [Maternity Hospital Perinatal Centre](#) (Ravi tn 18, Tallinn)  
Phone: **5308 0874** (24/7)
- **Registration of pregnancy** (Mon-Fri 7.15-18.00)  
Phone: 666 1900 or e-mail: [rasedus@itk.ee](mailto:rasedus@itk.ee)
- **Pregnancy crisis counselling** (Mon-Fri 09: 00-21: 00)  
Phone: 8002008
- **Medical examinations are performed:**  
In the [Magdalena unit](#), reception can be booked **620 7390** (Mon-Fri 8 am-4 pm);  
In the [Ravi unit](#), an appointment can be booked **666 1900** (Mon-Fri 8-16).

### **Obtaining a prescription drug from a pharmacy:**

- The refugee receives the prescription from the nearest health care provider or family doctor centre, the information is given by the pharmacies;
- In pharmacies, the medication is also available on paper prescription issued in Ukraine, except for narcotic and psychotropic drugs. It must be clear to the pharmacist which medication is prescribed for the person;
- At present, there are no drug benefits for Ukrainian war refugees in the purchase of medicines. If a person does not have the money to buy a medicine, he or she must first



rely on his or her community and, if the need for help persists, contact **SKA**: [ukraina@sotsiaskindlustusamet.ee](mailto:ukraina@sotsiaskindlustusamet.ee) , phone +372 612 1360;

- If you have any questions regarding medicines, please contact the State Agency of Medicines: [info@ravimiamet.ee](mailto:info@ravimiamet.ee) , phone +372 737 4140;
- Prescription medicines are reimbursed by the health insurance fund if the person has **health insurance**;
- As part of the emergency and immediate help, prescriptions are written if necessary, but the person must buy them at full price. The applicant for international protection is supported in the purchase of medicines, if necessary. At present, local governments (for example Tallinn government) have an agreement with a certain pharmacy where refugees can receive medicines free of charge.

#### **Health insurance:**

- Ukrainian war refugees are not automatically insured in Estonia. The refugee must first apply for **temporary protection** from the Police and Border Guard Board.
  - People who work will receive health insurance. In addition, children under the age of 19, students, pregnant women, the unemployed, those on parental leave, dependent spouses, pensioners, carers of the disabled and people with partial or incapacity for work are entitled to state health insurance in Estonia.
  - You can read more about the possibilities of obtaining health insurance: <https://www.haigekassa.ee/en/how-get-health-insurance-coverage>
- **More information about medical assistance:** <https://terviseamet.ee/et/ukraina#est>

## CLOTHING AND TOILETRIES

- Refugees are provided with the necessary clothing and toiletries at the reception centre or accommodation.
- The charity shop [Aarete Laegas](#) at **Madala 3**, Tallinn offers free clothes, shoes and equipment (prams, aids for the elderly, bed linen, etc.) to war refugees on the basis of showing the document, **Mon-Wed 11-19, Thu-Fri 10-18, Sat 10-16**.
- Refugees can get clothes and shoes and other things from **Sõbralt Sõbrale stores** by filling in (or having a contact person fill in) the form [HERE](#).
- **The Red Cross** (Punane Ristik shop) supplies refugees with toiletries, bed sheets, blankets and pillows through municipalities (social workers).
- **Lasnamäe Reuse centre at Punane tänav 50**. Validation of the public transport card (the green card) together with an identity document, ensures that the refugee receives the items **free of charge**.

## FOOD

- Tallinn, Niine 2 does not share food aid. Based on the list, the food bank distributes food packages 4x a month to people who have accommodation (not in a hotel). A person can put themselves on this list by going to Niine 2. If they do not show up for two consecutive weeks, they will be removed from the list.
- The food bank supplies food aid packages to four reception points (Tallinn, Tartu, Pärnu, Rakvere). In other municipalities, primary food aid is provided by social workers, who usually receive food aid kits from the county food bank. Redirect with request for help: [kristi.rillo@redcross.ee](mailto:kristi.rillo@redcross.ee)

- If a war refugee is in the Estonian social system (has received temporary protection or is working), he or she will receive food aid from the Food Bank on the basis of a municipal list.

## TRANSPORT

- War refugees who are registered in Tallinn (except for persons in transit) are issued a **Tallinn`s card (green card)**, which can be used in the public transport of the city of Tallinn, including on Elron trains across Estonia. Cards are issued to persons aged 7 to 64. Small children and seniors can use public transport for **free**. In any case, the person must carry an **identity document**. The right to travel free of charge does not extend to **commercial bus lines** (e.g. Tallinn-Tartu bus lines). Currently, all Ukrainian citizens can travel on Tallinn and Elron trains upon presentation of an identity document (even without a Tallinn`s card).
- Those persons who have registered in another local government but wish to remain in Tallinn in the future must go through the usual procedure to obtain a Tallinn`s card. NB! In order to use the card free of charge in Tallinn, including Harju County, it is necessary to register the area, which can be registered in the local government on the basis of a lease agreement.
- In case the person lost their transport card (green card), it is strongly recommended to go to the Niine reception centre again, where a preliminary check will be performed as far as possible and a new card will be issued as necessary.

## PSYCHOLOGICAL HELP

- Round-the-clock psychosocial support for people arriving in Estonia from Ukraine is ensured, incl.
  - **116 006** Victim Support [Crisis Helpline](#). Counselling in **Russian** and **English**.

- Or by phone **6604500** (open 10 - 24); <https://www.palunabi.ee/vaimne-tervis>, They can also help in Russian.
- Lifeline - tel **6314300**, psychological crisis support in the form of face-to-face appointments and telephone counselling (Mon, Tue, Wed, 12-19 and Sun, Fri 15-19), in Estonian and Russian.
- Pregnancy crisis counselling on **8002008** (daily from 9 am to 9 pm, **free**) Through telephone counselling we provide initial support and information on problematic issues.

## BANK ACCOUNT

- [LHV](#) serves in a lively queue and only Ukrainians who have already received a residence permit. Refugees who only have a passport or other identity document can arrange a meeting to sign a client's agreement. LHV bank account is free of charge, if a person has a phone with Apple Pay or Google Pay option, they will also receive an active virtual card free of charge.
- [SEB](#) Bank account can be opened on the basis of a Ukrainian national passport. Free account for up to 6 months. It is necessary to **book a visit** to the [website](#) in advance. More information can be found [here](#).
- [SWED](#) a travel pass is required. Account can be opened free of charge until the end of 2022. It may take up to about 10 days to open an account.
- [Luminor](#): Ukrainian refugees can open a bank account for free and faster. The Debit or Black package is free for three months and also includes a free bank card.
- [Coop](#): In the absence of an Estonian residence permit, an identity document is currently sufficient for Ukrainian residents to open an account. Opening an account for Ukrainian citizens is free of charge. There is a monthly maintenance fee of 5 euros and a fee for the selected service package.

## CURRENCY EXCHANGE

- In Estonia, only the currency exchange of Tavid currently offers the exchange of Ukrainian hryvnias. Courses and more information can be found on [Tavid's website](#).
- In many cases, Ukrainian bank cards also work outside Ukraine, in which case paying with a bank card or withdrawing cash from an ATM is much cheaper than at a currency exchange point. [More information](#).

## ACCOMMODATION

- ASAP accommodation through reception centres provided by the government for four months. Reception centres share information about accommodation.
- **Refugee Centre** mediates accommodation **only on-site** in Liivalaia 28 or hotels counselling centres. At the Refugee Centre, we help people find accommodation in the Airtables accommodation table (which has created an account for counsellors). The refugee counsellor will contact the assistant and specify how and when the centre can receive refugees. **Don't share contacts with anyone!**
- **3.04 a semi-public real estate portal will be opened by the state in cooperation with [www.kinnisvara24.ee](http://www.kinnisvara24.ee)**
- **People who provide accommodation: there is no compensation for rent and utilities.**

## LEASE AGREEMENT

- The [rendin.ee](http://rendin.ee) platform, which mediates rental premises, offers free assistance to refugees in concluding a lease agreement. They also have leases in different languages. Information phone +372 602 6818, [info@rendin.co](mailto:info@rendin.co)
- [LEASE AGREEMENT example](#)
- **More information in Estonian:** [Info Ukraina põgenikele ning neid majutada soovivatele inimestele](#)
- **More information in Russian:** [Информация для беженцев из Украины и для людей, желающих предложить им жилье](#)
- In the case of a lease agreement, it is important that all landlords (including co-owners) and all tenants (including children) are listed in the lease. Based on this, the local government can make an automatic check-in without having to ask the landlord for a separate permit. Enrollment provides an opportunity to receive benefits from the local government (e.g. social support for an individual pensioner, in the case of TLN, e.g. free public transport, etc.).

## WORK

- **Temporary protection** creates an automatic right to work under the same conditions as all people in Estonia, i.e. there is no minimum wage, employment protection and rights are the same as for others. More information in [English](#), [Russian](#) and [Ukrainian](#).
  - [Estonian Unemployment Insurance Fund](#)
  - Unemployment Insurance Fund's [recruitment days](#). More information +372 634 8000
- Without applying for temporary protection, refugees have the right to work in Estonia for a short period of time, up to one year. The employer must pay 1548 euros per month to a short-term employee. For short-term employment, the employer **must register** the employee as a short-term employee at the **Police and Border Guard Board**. If the employer registers short-term employment, the person also receives an Estonian personal identification code. Short-term or seasonal employment does not

entitle you to benefits and allowances such as family allowances, subsistence allowance, etc.

- **In addition to the portal, it is recommended to contact employers directly, much depends on their responsiveness.** Recommend the portal for job offers:
  - <https://www.onlineexpo.com/ee/tookohad-ukrainlaste-jaoks-eestis/> and <https://humanage.manpower.ee>
- The counselling lawyers of the Labor Inspectorate are ready to assist if people have any questions about employment by calling **640 6000**, on working days from 9 am to 4.30 pm or write to [jurist@ti.ee](mailto:jurist@ti.ee) Counseling in Estonian, Russian and English. Calling an advisory lawyer on the spot: [ti@ti.ee](mailto:ti@ti.ee)
- Basic information on labour law and safety in plain language ENG / RUS / UKR: <https://drive.google.com/drive/folders/1U6XKIqvg1RCZgldFzdT9RKwmm3euUS5>

## CAR INSURANCE

- Every vehicle must have an **insurance contract**. More information is available [here](#) or by phone 667 1800 and by e-mail at [lkf@lkf.ee](mailto:lkf@lkf.ee).

## LEGAL ADVICE

**Estonian Human Rights Centre (EHRC)** contact: +372 5194 9015 (also Viber and WhatsApp), phone: +372 644 5148, e-mail: [asylum@humarights.ee](mailto:asylum@humarights.ee)

### 1. Who were in Estonia before 24.02:

- If the person`s work visa is still valid, we recommend that you continue working and be in the country on the same basis as you currently have. If the family came to them, the family could apply for temporary protection.
- If the visa is no longer valid and the time allowed for employment has been exceeded, it is possible to apply for international protection (subsidiary protection).

- If a person applies for ordinary **international protection**, they will not be subject to the urgent procedure and this procedure may take up to 6 months. DO NOT work during this time. If the person lives in a reception centre at the time of application, the state is responsible for him / her (the person is provided with accommodation, meals, medical care, etc.). However, if a person wishes to live outside the accommodation centre, the state is not responsible for him or her and must manage it themselves.
- EXCEPTION!! Before applying for international protection and with a valid right to work and engage in entrepreneurship (temporary residence permit, registration of short-term employment) may continue to work and engage in entrepreneurship as long as their residence permit or registration of short-term employment is valid.

## 2. **Who came directly from the territory of Ukraine from 24.02:**

- A Ukrainian citizen and a third-country national spouse, child or adult parent who has accompanied him or her can apply for temporary protection by issuing a residence permit (ID card also) in a simplified manner.
- **Can a person choose the country from which he or she is applying? YES!** If a person has relatives in the EU, they are free to go and apply for them there. **The system must work everywhere in the EU** (except Denmark, Ireland and the UK). **If you have already requested it somewhere, you will not be able to move.** You can travel with a travel document and a residence permit, or go to visit tourism. You can live and work where protection is granted.

## 3. **Those who are citizens of Ukraine but were residents of Russia and now came to Estonia:**

- The first thing to ask is whether they are safe in Russia, if not then they can try to apply for international protection (not temporary protection, they are not entitled to it). These applications will be processed on a regular basis. It is also possible that their applications will be rejected, as the PBGB may believe that there is no immediate threat to Ukrainian citizens in Russia. - IF IT HAPPENS, the Court should be contacted, lawyers will assess the situation.

## 4. **Those who are not citizens of Ukraine and have no connection with Ukraine, but are afraid that the Russian Federation will persecute them, will also call. The answer to those:**



- **Refugee status** can be granted to an alien who is fleeing his or her country of origin for justified reasons of persecution on the grounds of race, religion, nationality, political opinion or membership of a social group. In other words, a particular person must be targeted because of his or her actions or omissions; war in Ukraine alone does not entitle a person with Russian citizenship to asylum, even if his or her original origin is, for example, in Ukraine.

#### **WHERE TO APPLY:**

**NR 1, or TEMPORARY PROTECTION:** PBGB service offices, list here <https://www.politsei.ee/en/services/services>

**NR 2 and NR 3** - PBGB department, suitable service offices all over Estonia, but **in Tallinn** - department of **Pärnu mnt 139**. - it is not a temporary protection but a normal international protection. Does not apply to Ukrainian citizens who came directly from Ukraine after 24.02.

**NR 4** - It is essential to make it clear to a person that if they still think they are facing persecution, the person has the right to seek asylum, but they should initially be allowed to enter the country or a border post. A corresponding visa is required to enter Estonia, otherwise, the Russian border guards will not allow the Estonian side. If a person has been the subject of criminal proceedings, etc., related to their political activities, they may qualify as refugees, as determined by the asylum proceedings. The ECHR can assist in submitting an application **ONLY** when the person has arrived in Estonia.

[HUGO.legal](https://www.hugo.legal) is responsible for the general clarification of rights and national regulations; unaccompanied minors and related activities. Also issues related to health services, education, benefits, employment - rights and obligations and legal rights (pensions, other benefits). There are several ways to contact HUGO. **Pre-registration is required:**

- Via Viber, Whatsapp and Telegram +372 **55510340** or by landline + 372 **6880 400**
- You can register for the consultation **via e-mail** [hugo@hugo.legal](mailto:hugo@hugo.legal) and send the necessary documents to.

## HELP FOR SPECIFIC GROUPS

- Children without parents (orphans): MTÜ Igale Lapsele Pere offers its competencies, also in Ukrainian:
  - trauma-conscious approach;
  - Trauma counsellors and family support staff;
  - crisis counselling;
  - pastoral care;
  - permanent family support for the accommodation of children fleeing war;
  - psychological counselling (trauma-conscious)
  - if necessary, material and other charitable assistance

Contact Jane Snait, [jane@kasupered.ee](mailto:jane@kasupered.ee) , 5041330

- Estonian HIV-positive network in Tallinn, Narva, Jõhvi -[www.ehpv.ee](http://www.ehpv.ee) , FB EHPV, Latshin Alijev, [jel\\_leen@mail.ru](mailto:jel_leen@mail.ru) , +37258706070

## ALLOWANCES

- PENSION
  - Pensioners who have received temporary protection have the same social guarantees as all residents who have reached retirement age in Estonia, i.e. the right to a pension and health insurance. [More information.](#)
- UNEMPLOYMENT BENEFIT
  - It is paid if the person has worked for at least 180 days in the last 12 months or has been engaged in an activity equivalent to employment.
- SUBSISTENCE ALLOWANCE
  - The allowance is calculated according to the number of family members: 150 euros for the first family member, 120 euros for the second adult and 180 euros for minor children. In order to receive subsistence allowance, a person must have temporary protection (residence permit).

- SUPPORT FOR PEOPLE WITH DISABILITIES

- Only emergency care is provided to disabled refugees before receiving temporary protection. Once a disabled person has received temporary protection and a temporary residence permit, they can apply to determine the severity of the disability, the related social benefits and services for the disabled person.
- To determine the severity of a disability, a war refugee must apply to either the Social Insurance Board or a person of working age, preferably to the Unemployment Insurance Fund, where they can (and reasonably) apply for both a disability and an assessment of work capacity.
- The basis for identifying a disability may be documents describing the state of health of a foreign country. Still, if they are not available or are not sufficient for an examination, the applicant is asked to consult an Estonian doctor.

- FAMILY SUPPORT

- In order to apply for family benefits, a person must apply to the office of the Social Insurance Board - [contacts](#).
- In order to determine family benefits, it is important that a child of at least one year of age has a legal basis for living in Estonia (residence permit). A child under the age of one does not need a residence permit.

## EDUCATION

TALLINN Distance learning school for Ukrainian refugees: <https://www.shkolanadii.com.ua/>

### **Estonian language courses:**

- Refugees can participate in language learning and adaptation programmes **for free**. Estonian language courses are available through the **Unemployment Insurance Fund** (Töötukassa), if you have been granted temporary protection and register as unemployed with the Unemployment Insurance Fund: <https://www.tootukassa.ee/ru/uslugi/poisk-raboty/registraciya-v-kachestve-bezrobotno-go>

- **Free** online Estonian language study in Tallinn by the Integration Foundation, the course starts on **April 4**, registration required!

[https://www.tallinn.ee/rus/Uudis-Tallinn-pomogaet-v-besplatnom-izuchenii-estonskog-o-jazyka?filter\\_otsing\\_uudis\\_rubriik\\_id=35](https://www.tallinn.ee/rus/Uudis-Tallinn-pomogaet-v-besplatnom-izuchenii-estonskog-o-jazyka?filter_otsing_uudis_rubriik_id=35)

- Online language learning platform **Lingvist** offers **free** full access to war refugees for a year. You can register here:

<https://lingvist.typeform.com/to/On1D4nb4?typeform-source=www.edtechestonia.org>

### **Primary education**

- To apply for a kindergarten place, refugee must have temporary protection and a personal identification code. To get a kindergarten place, a parent must contact [ukraina@haridus.ee](mailto:ukraina@haridus.ee)
- [More information.](#)
- [Application for a place in a nursery school to be submitted to your local authority](#)

### **Basic education**

- When the child arrives in Estonia, the parent can make a written application to the local authority. The local authority will find a school place for the child as soon as possible. The parent will be contacted and together they will find the most suitable study option for the child and draw up a study plan.
- [Application form for a school place](#) - to be submitted to the local authority  
Application form for a school place to be submitted to the local authority.

### **Secondary education**

- After the completion of basic education, it is possible to choose to study at a secondary school or at a vocational secondary school. Secondary education in Estonia **is not compulsory**. Upper secondary education is primarily intended as preparation for entering higher education, while vocational upper secondary education prepares graduates for the labour market.

- [The network of vocational schools and gymnasiums](#) covers all regions of Estonia. Flexible curricula are also ensured through the support of [gymnasiums for adults](#), where non-stationary learning is possible.
- There is a newsletter in Tallinn [www.haridus.ee](http://www.haridus.ee). There is also a telephone number where relevant information can be obtained.

### **Higher education**

- If secondary education was acquired abroad, the assessment of access to higher education (also for foreigners who cannot provide full or partial proof of education) is provided by the [Estonian ENIC /NARIC Centre](#).
- Foreign language studies are not free. For information on the possibility of studying in Russian, please contact the higher education institution.
- Support materials: [Guide: Continuing the education of children and young people from Ukraine in Estonia](#).
- Estonian Academy of Arts offers Ukrainian students **free** study opportunities at our four faculties of Fine Arts, Design, Architecture, and Art Culture until the situation in their country stabilises.
  - Contact: [international@artun.ee](mailto:international@artun.ee),  
<https://www.artun.ee/eka-offers-study-spots-for-ukrainian-art-students/>

### **More information:**

- [https://www.hm.ee/sites/default/files/ua\\_lapse\\_ja\\_noore\\_hariduse\\_jatkamine\\_8\\_3.pdf](https://www.hm.ee/sites/default/files/ua_lapse_ja_noore_hariduse_jatkamine_8_3.pdf)
- Chief Specialist of the Language Policy Department of the Ministry of Education and Research **Katerina Leesment** (+372 735 0208, [katerina.leesment@hm.ee](mailto:katerina.leesment@hm.ee) ).

## CULTURE, TRAININGS ETC

- Admission to the war refugees in Ukraine is provided by all state museums and museums of state foundations, and several municipal and private museums. All museums and exhibition institutions that have joined the initiative can be visited [here](#).

- Proof of free entry must be furnished by a document proving the citizenship of Ukraine - a biometric passport, another valid travel document or a certificate with personal data issued by the Embassy of Ukraine.
  - [Tallinn`s list](#) (in ukrainian as well)
  - [Tartu`s list](#)
  - [Rakvere`s list](#)
- **All cultural organisers and leisure service providers who want to offer their services to Ukrainian war refugees free of charge can notify us at [ukrainaheaks@tallinnlv.ee](mailto:ukrainaheaks@tallinnlv.ee)**

## WANT TO HELP?

- Regional staffs map the locations of volunteer donations on a local government basis and the mapping information is transferred to the volunteer gate <https://vabatahtlikud.ee/ukraina/>

### **Food collection points:**

- **The Food Bank:** From Monday, March 7, the Food Bank will collect food aid for the people of Ukraine at three collection points during the month. Part of the donated food is sent to the Food Bank of Kiev, and aid packages for war refugees arriving in Estonia are also being collected on an ongoing basis.

#### **- Food donations are collected:**

- Tallinn Food Bank, Punane 48a (Mon-Fri 11-15)
- Pärnu Food Bank, Vase 2 (Thu, Fri 15-17; Sat 12-14)
- Tartu Corporation in Ugala premises, Kuperjanovi 16 (Mon-Fri 10-22)
- In case of large donations, let us know in advance by phone or e-mail [ukraina@toidupank.ee](mailto:ukraina@toidupank.ee)

### **Clothing collection points:**

- Clothes, footwear and children's belongings can be taken to the [Recycling Centre](#) or to the [collection points of the district government](#).

- The charity shop [Aarete Laegas](#) at Madala 3.
- Paavli re-use centre (Paavli 5, Tallinn) accepts clothes, shoes, etc., even in large quantities.
- The Red Cross (phone: 53486338) collects new toiletries, bedding, blankets and pillows for the people of Ukraine in cooperation with local governments. The largest collection point of the Red Cross is currently in **Pärnu, Tallinna mnt 2**, open daily from 11:00 to 19:00. NEW items can be donated to war refugees:
  - unused toiletries, bed linen, blankets, pillows, towels, nappies, etc.
  - baby food: milk powder and purees with a shelf life of at least 3 months, including feeding bottles and teats.
- We **do not** collect clothes and shoes at the moment, we will collect them on a needs basis, according to the information received from local governments.
- For more information, contact **53486338**

#### FINANCIAL DONATIONS:

- "For Ukraine!" initiative [ukrainaheaks.ee](http://ukrainaheaks.ee)
  - Donations can be made by bank transfer:
    - MTÜ Eesti Pagulasabi, EE791010220258852223
    - MTÜ Mondo, EE491010220099409013
    - MTÜ Ukraina Kultuurikeskus, EE401010220229090221
  - Donations via bank links:
    - [Eesti Pagulasabi](#) | [Mondo](#) | [Ukraina Kultuurikeskus](#)
  - Donations via phone call:
    - Eesti Pagulasabi: 9003801 (5 eurot), 9003802 (10 eurot), 9003803 (50 eurot)
    - Mondo: 9000380 (5 eurot), 9000381 (10 eurot), 9000382 (50 eurot)

**Ukraina Eneseabi MTÜ** - Donations or sales offers for working computers are very welcome at [ukraina.eneseabi@gmail.com](mailto:ukraina.eneseabi@gmail.com)

**Large donations:** humanitarian aid (worth €10 000 or more) to Ukraine can be donated to the headquarters of the Ministry of Foreign Affairs:

- Health care aid (ambulances; medical services and medical assistance; medical supplies: first aid and invasive aid; medical equipment and apparatus).
- Temporary shelter assistance (generators, batteries, other means of providing temporary electricity; tents, tent heaters; outdoor shelters; warm clothing, footwear, thermal cloths; toiletries, nappies; outdoor beds, mattresses, sleeping bags, blankets, pillows).
- Food aid (including baby and baby food)
- IT and telephones as aid (IT services; mobile phones; battery banks for IT equipment)
- Transport equipment and services as an aid (cars; minibuses; lorries; transport and storage services)

Please enter offers of assistance in the online form [Humanitarian Aid to Ukraine](#), the Ministry of Foreign Affairs will match suitable offers with Ukrainian requests for assistance and support with logistics and transport arrangements to Ukraine if necessary.

The Refugee Council mediates the assistance of people living in Estonia and the organisations transported here to war refugees.

Here's how to notify **Refugee council**:

- if you want to offer your time or skills, fill in the volunteer form: <https://www.pagulasabi.ee/tule-vabarrantylukuks>
- if you want to offer temporary or permanent **accommodation** or a service (eg babysitting, free training place) to war refugees, enter the information here: <https://www.pagulasabi.ee/paku-abi>
- if you want to help as a company or organisation, write to [info@pagulasabi.ee](mailto:info@pagulasabi.ee)

Please add job offers in the new environment of the [Unemployment Insurance Fund](#).

The Refugee Council has forwarded to the Unemployment Insurance Fund the job offers that have been sent to us before.