

RECEIVE HEALTH AND PSYCHOLOGICAL SUPPORT

- **Bulgarian Red Cross**

Hotline for health and medical issues and advices



0800 20 101 (every day from 8:00 to 20:00)

Hotline for psychosocial support

0800 11 466 (every day from 8:00 to 20:00)

INFORMATION FOR PEOPLE ARRIVING FROM UKRAINE



UNHCR
The UN Refugee Agency

The core mandate of United Nations High Commissioner for Refugees (UNHCR) is to ensure the international protection to refugees and to assist governments in finding durable solutions. In this brochure you will find basic information about your options for staying in Bulgaria, as well as useful sources of information.

ENTER IN BULGARIA

Upon entering Bulgaria, all people from Ukraine have the right to:

- 1 **Apply for temporary protection** – this is an exceptional measure introduced by the EU for people fleeing the military offensive in Ukraine. The duration of temporary protection is one year and can be renewed. The temporary protection provides an opportunity to:
 - **return home at any time and travel freely within the EU under certain requirements;**
 - be provided with free shelter and food;
 - access health care, education and social care;
 - access the labor market;
 - start own business.

- ② **Apply for international protection**, which includes granting refugee or humanitarian status. You can find more about the procedure at: <https://asylum.bg/bg/home-dashboard-bg>, at <https://ukraine.gov.bg>



<https://asylum.bg/bg/home-dashboard-bg>



<https://ukraine.gov.bg>

or at the border checkpoint.

- ③ **Stay in Bulgaria without visa at your own expense within 90 days** with the possibility of extension for up to 6 months.

SOURCES OF USEFUL INFORMATION

National portal for the people affected by the hostilities in Ukraine (translated in Ukrainian, Russian and English)



<https://ukraine.gov.bg/ua/>



National hotline:

+359 2 90 55 555; +380322465075

Representation in Bulgaria of the United Nations High Commissioner for Refugees (UNHCR)

+359 2 98 02 453/4

(Monday to Friday 9:00 - 17:00)

<https://help.unhcr.org/bulgaria/>



RECEIVE LEGAL ADVICE

- **Bulgarian Helsinki Committee**
Tel.: +359 2 980 20 49; +359 2 981 33 18

(Monday to Friday, 09:00 to 17:00)



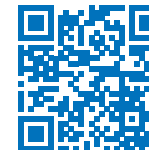
Hotline: +359 8888 19 745

(Monday to Friday, 07:00 to 09:00 and 17:00 to 20:00, and Saturday and Sunday from 10:00 to 12:00 and 13:00 to 16:00)



<https://asylum.bg/uk/home-dashboard-ua>

a page of the Bulgarian Helsinki Committee (BHC) with detailed information about the procedure for international protection (translated in Ukrainian)



- **National Legal Aid Bureau**
Tel.: 0700 18 250
(Monday to Friday from 9:00 to 17:00)