Regional Refugee Response
For the Ukraine Situation

WELCOME TO POLAND — YOU ARE SAFE HERE

Below you can find relevant information about your first steps in Poland

National Toll-Free Emergency Numbers

112 - General emergency number (PL/EN)
999 - Ambulance (PL/EN)
998 - Fire brigade (PL/EN)
997 - Police (PL/EN)

Emergency Support Helplines

La Strada Foundation's helpline for victims and witnesses of human trafficking
+48 22 628 99 99, +48 605 687 750,
+48 22 628 01 20 (UA/RU/EN/PL)

Psychological emergency hotline for children and teenagers
+48 800 121 212, 116 111 (UA/PL)

Psychological emergency hotline for adults
+48 800 702 222 (24/7) (UA/PL)

Emergency Lines of Ukrainian Consulates (only in the event of a traffic accident, danger to life or death of Ukrainian citizens)

Warsaw + 48 698 608 837
Krakow +48 500 182 282
Lublin +48 575 853 733
Gdansk +48 607 654 333
Wroclaw +48 786 20 30 25

Official Train Schedule and Ticket Booking System

www.rozklad-pkp.pl
(RU/EN/PL)

Government Websites and Numbers

General information and information on temporary protection:
www.gov.pl/web/ua

Health-related hotline of NFZ (National Health Fund)
+48 800 190 590 (24/7)

Information on border crossings
Border Guard Foreigners' Department
+48 22 500 43 76, +48 22 500 41 49
(Mon-Fri, 9:15-15:15)

Social benefits (ZUS)
https://www.zus.pl/ua/holovna-storinka

Call Center at the Embassy of Ukraine in Poland

General information on consular services, requirements for border crossings, general information on temporary protection and legal stay in Poland

+48 574 702 685, +48 574 703 414,
+48 574 707 627, +48 574 711 813,
+48 (22) 621 39 79
(Mon-Fri, 8:30–16:30)

Assistance to find an accommodation

Ukrainian House
+48 727 805 764, https://ukrainskidom.pl

Habitat for Humanity Poland
+48 790 210 104, https://habitat.pl

Infoline of Voivodeship Offices for Persons Seeking Accommodation

Lubelskie
95 785 13 30 (24/7)

Podkarpackie
800 100 990
(Mon-Fri,
7:30-15:30)

Mazowieckie
987
(24/7)

Dolnoslaskie
+48 516 132 114
(Mon-Fri,
6:30-14:30)

Pomorskie
539 016 238
(Mon-Fri,
10:00-18:00)

Kujawsko-Pomorskie
+48 525 872 777
(Mon-Fri, 8:00-15:00)

Podlaskie
+48 85 74 39 347
(Mon 8:00-18:00;
Tue-Fri 7:30-15:30)

Swietokrzyskie
+48 41 342 11 81
+48 41 342 12 14
(24/7)

Slaskie
32 20 77 101 (24/7)

Wielkopolskie
987 (24/7)
61 854 11 72
(Mon-Fri, 7:00-15:00)

Malopolskie
+48 516 240 691
(Mon-Fri, 7:30-15:30)

Zachodniopomorskie
+48 784 602 745
(24/7)

Lubuskie
+48 95 785 13 30
(24/7)

Lodzkie
987 (24/7)
+48 42 664 14 10
(24/7)

Opolskie
+48 77 45 24 113
+48 883 337 631
(24/7)

Warminsko-Mazurskie
+48 797 829 617
(24/7)

Legal Assistance

Halina Nieć Legal Aid Center
+48 693 390 502, +48 725 449 374 (helpline for refugees from Ukraine)
https://www.pomocprawna.org

The Rule of Law Institute Foundation
+48 81 743 68 00, +48 881 917 171
https://panstwoprawa.org/kontakt

The Association for Legal Intervention
+48 792 568 561,
https://interwencjaprawna.pl

Ukrainian House
+48 727 805 764, https://ukrainskidom.pl

Towards Dialogue Foundation
+48 607 548 846,
https://fundacjawstronedialogu.pl

Elil Poland
+48 723 594 082,
https://www.europeanlawyersinlesvos.eu/poland

Assistance for women experiencing violence

Feminoteka Foundation
888 88 79 88 (UKR/RU, Mon & Wed, 14-19)
888 88 33 88 (PL, Mon-Fri, 11-19) (EN, Thu 15-19 & Fri 11-19)
helpua@feminoteka.pl

Assistance to People with Disabilities

Avalon Foundation
+48 22 266 82 36,
https://www.fundacjaavalon.pl

Caritas
+48 660 424 014, https://caritas.pl

STAY SAFE!

Always keep your personal information and documents safe and confidential.
Remember that all government and humanitarian assistance is free of charge.

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