



Welcome to Estonia!

The Estonian state offers Ukrainian citizens and their family members who have fled the war a safe place to stay, education, support in finding a job, and various services.

You can find the most important information at:



dopomoga.ee



1247 (+372 600 1247)



Ukrainian citizens have the right to stay in Estonia without a visa. Right now, the most important thing is that you have a safe place to stay after fleeing the war.



After arriving in Estonia, contact the **reception centres for war refugees**, whose contacts can be found at dopomoga.ee.



At the reception centre, **your stay in Estonia is registered**, you will be issued a **personal identification code**, **temporary residence** is found if necessary, and information about **living, working and health care in Estonia** is provided.

If you are not a citizen of Ukraine or a beneficiary of international protection in Ukraine but lived legally in Ukraine and cannot return to your country of origin:



you can submit an application for a residence permit or an application for international protection to the Police and Border Guard Board;



as a third-country national, you are guaranteed primary emergency social and medical care.

Personal Identification Code



The personal identification code is necessary so that the Estonian state can help you better and so that you would be able to cope better on your own in the near future.

Being issued a personal identification code does not automatically guarantee you the right to go to work or receive benefits from the state. For that, you must apply for temporary protection.

There are three ways to apply for a personal identification code:

- 1) apply for a personal identification code **at the reception centre**.
- 2) apply for temporary protection **at the service office of the Police and Border Guard Board**, with which you will also be issued a personal identification code
- 3) if you already have a job and your **employer registers your short-term employment**, you will be issued a personal identification number. In this case, it is not necessary to apply separately for temporary protection.

Temporary Protection



Temporary protection means you will be issued a residence permit for one year. It gives you the same rights as Estonian people, such as going to work, getting an education, and receiving social services.

Applying for temporary protection is not obligatory, and you do not have to do it immediately.

Temporary protection can be applied for at the service offices of the Police and Border Guard Board. Before going to the service office, book an appointment at booking.politsei.ee. Bring your passport, residence permit, birth certificate (or other documents of vital events, e.g. marriage certificate), or other identity documents. If possible, fill out the application for temporary protection beforehand and take it with you to the service office.

In general, the decision for temporary protection will be made as soon as you give in your application.

Temporary protection can be extended if the war in Ukraine continues.

More information about temporary protection can be found at dopomoga.ee

Free internet access, teleworking, libraries



• There are more than 500 libraries in Estonia, where it is possible to **use free Internet (WiFi) and computer workstations, as well as print documents and make copies**. If you wish, you can also telework there and borrow publications from the library.

• You can ask librarians for advice on dealing with the state and support in using the e-services of Estonian authorities.

• Tallinn Central Library has e-books in Ukrainian: keskraamatukogu.overdrive.com.

Medical Assistance



• Health advice is available in English and Russian at the family doctor's advice line 1220 (+372 634 6630 when calling from a foreign number). If necessary, you will be forwarded to the **emergency number 112**.

• If you feel that you want to talk to someone and need emotional support, call **the victim support helpline on 116 006**. You can get help from there in English, Russian, or Estonian around the clock.

• COVID-19 measures are in force in Estonia.

Ukrainian war refugees are guaranteed emergency medical care and dental care, COVID-19 testing and vaccination, and the issuance of prescriptions.

An **initial health check** is carried out at the reception centre, if necessary. You will then be referred to a **general health examination**, where you will have a medical examination, infection control tests, if necessary, vaccinations, and be prescribed prescriptions.

The necessary health care services are provided by **family doctor centres** all over Estonia: haigekassa.ee/en/information-ukrainian-war-refugees.

Ukrainian refugees who have received temporary protection **are not automatically covered by health insurance in Estonia**. After obtaining a residence permit, you can apply for health insurance on an equal footing with Estonian people.

A person working on the basis of an employment contract valid for more than one month or an unemployed person registered with the Estonian Unemployment Insurance Fund is **entitled to health insurance**. Children, pregnant women, pensioners, pupils, students, and other people are also covered by health insurance in accordance with the rules of the Health Insurance Act.

Benefits and Allowances



If you have received temporary protection, you are **entitled to a subsistence benefit**. If you do not have a current account in Estonia, the benefit will be paid in cash or, with your consent, transferred to the bank account of a close relative or acquaintance.

To open an Estonian bank account, go to a bank branch. Opening an account is free in many banks. Contacts of major banks:

- **Swedbank:** www.swedbank.ee
- **SEB:** www.seb.ee
- **LHV:** www.lhv.ee
- **Coop pank:** www.cooppank.ee
- **Luminor:** www.luminor.ee

• To apply for a subsistence benefit, go to the **local government of your place of residence**. The benefit is calculated in accordance with the number of family members: **150 euros** for the first family member, **120 euros** for the second adult, and **180 euros** for minor children.

For family allowances, please contact the Estonian National Social Insurance Board. **Child allowance** is paid at **60 euros** per month for the first and second child and **100 euros** for the third and each subsequent child. If a child is born to a family or the parents have a child under the age of three, one parent is entitled to a **parental benefit**.

Registered unemployed people of working age are paid **unemployment allowance** of 292 euros per month, if necessary.

For war refugees who have received temporary protection, the **pension** will continue to be paid by the Pension Fund of Ukraine. If your pension is lower than the Estonian national pension rate (currently 255 euros and from 1 April 275 euros), you can apply to the Estonian National Social Insurance Board to cover this difference. If Ukraine is unable to pay pensions, we will guarantee an income equal to the national pension.

Employment



Once you have received temporary protection, you can start working immediately. The Estonian Unemployment Insurance Fund helps to find a job. If you register as unemployed with the Unemployment Insurance Fund, you are entitled to labour market services and benefits. Unemployment Insurance Fund information line: **15501 (+372 669 6513)**.

Your employer must pay you **at least the minimum wage**, which is 654 euros in 2022.

Applying for a Nursery School and School Spot



You can apply for a spot at a school or nursery school directly at a local government or school even without a personal identification code, temporary protection status or permanent residence.

Children living in Estonia are subject to the **compulsory school attendance from the age of 7 until the acquisition of basic education** or up to the age of 17.

Education is generally provided in Estonian, and in some basic schools also in Russian.

In order for the child to be able to continue learning in Ukrainian, **Ukrainian study material is available online**.

Attending nursery school is not obligatory in Estonia. The local government guarantees that all children between the ages of 1.5 and 7, whose parents so wish, have the opportunity to attend nursery school.

NB! If you want to help schools or nursery schools in teaching Ukrainian or organising teaching in Ukrainian, let the Estonian Ukrainian community know by e-mail: viktoria.melnyk@hotmail.com.

Primary Legal Counselling



All people living in Estonia, including beneficiaries of temporary protection, with a gross income of up to 1,200 euros per month have the right to receive **up to two hours of free legal assistance** per calendar year, provided by HUGO.legal: hugo.legal/en/free-legal-counselling.

In addition, lawyers answer simpler legal questions on the website juristaitab.ee.

Primary legal counselling provides assistance with general issues related to Estonian legislation, actions related to unaccompanied minors, employment law issues, family law, tenancy disputes, and the like. Primary legal counselling does not cover matters concerning applicants for international protection or representation in court.

If you need a representative in court, you can apply for state legal aid from lawyers. Ask a lawyer at HUGO.legal for advice on how to get state legal aid.

Language Learning



As a beneficiary of temporary protection, you must attend an A1 level Estonian language course, which will be notified to you by e-mail. The language courses will start in the summer of 2022.

You can learn Estonian independently in the Keelekliik environment: keelekliik.ee

Check out other opportunities to learn Estonian independently from integratsioon.ee/en/studying-estonian-independently.

If you have any questions about language learning, the counsellors of the Integration Foundation will help you: phone (no charge) **800 9999**, info@integratsiooniinfo.ee, integratsioon.ee/en

Adaption Programme



The state offers beneficiaries of temporary protection a **one-day adaptation programme** on the functioning of the Estonian state and society, the organisation of daily life, the cultural, linguistic, and working environment, and other issues. The adaptation programme will start in the summer of 2022 and you will be notified by e-mail.