



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.

While the information in this brochure is correct at the date of publication, it may change in time. For the most up-to-date information, please visit

 dopomoga.ee

 [1247 \(+372 600 1247\)](tel:+3726001247)

Say hello to the Estonian language!

- Tere tulemast! **Ласкаво просимо!**
- Minu nimi on... **Мене звати...**
- Tere **Доброго дня**
- Palun **Будь ласка**
- Aitäh **Дякую**
- Head aega **До побачення**
- Jah **Так**
- Ei **Ні**



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 centre** 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 accommodation** is found if necessary, and information about **living, working and health care in Estonia** is provided.



At the reception centre, you can **apply for temporary protection**.

You can find the most important information at dopomoga.ee or by calling [1247 \(+372 600 1247\)](tel:+3726001247)

The emergency number for police, ambulance and rescue is **112**.

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 permission to work, get an education, and receive social services.

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

PLACE OF STAY



From the reception centre, you will be directed to a place of **temporary accommodation** if necessary. If you turn down the offered accommodation, you must pay for the accommodation costs yourself.

You can find **permanent housing** at kinnisvara24.ee/ukraini. To find a place to stay, you can also ask help from the local government of your residence.

If you have received a residence permit in Estonia, you must **register your address of residence in the population register**. You can do this at the **local government of your residence** or online rahvastikuregister.ee.

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.

The Unemployment Insurance Fund pays registered unemployed people of working age **unemployment allowance** of 292 euros per month, if necessary.

Unemployment Insurance Fund information line: 15501 (+372 669 6513), tootukassa.ee.

Always prefer an **employment contract**. Only sign a contract that you understand. Your employer must pay you **at least the minimum wage**. In 2022, the minimum wage is 654, minus the taxes. Full-time work in

You can apply for temporary protection at a **reception centre for war refugees** or later at the **service office of the Police and Border Guard Board**. If applying for protection at the service office, book an appointment beforehand at booking.politsei.ee. Bring your passport, residence permit, birth certificate (and any other document proving a family event, such as a marriage certificate), or any other identity document. If possible, fill in the application form for temporary protection and take it to the service office.

The decision to grant temporary protection and a residence permit will normally be taken immediately after the application has been submitted. The temporary protection is given for one year and can be extended if the war in Ukraine continues.

If you have received temporary protection, you can also travel to other countries in the European Union – you can stay in another Member State for up to 90 days in a 180-day period. For travelling, you need an Estonian residence permit card or a Ukrainian biometric passport.

As a beneficiary of temporary protection, you **must attend an A1 level Estonian language course and an 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 and language courses start in the summer and you will be notified by e-mail. Participation is mandatory.

You can apply for temporary protection if you left Ukraine **after 24 February 2022**.

If you left **before 24 February** and cannot return due to the war, you can apply for

Estonia is eight hours a day and 40 hours a week. If you work on the basis of aggregated working time, the days may be different.

If you have any questions regarding employment relations, call the hotline of the hotline at [640 6000](tel:6406000) or write to jurist@ti.ee

APPLYING FOR A NURSERY SCHOOL AND SCHOOL SPOT



You can apply for a nursery school or school spot directly from the local government or school even if you do not yet have a personal identification code, temporary protection, 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.

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.

To continue studying partly in Ukrainian, you can find study materials and opportunities to participate online: shorturl.at/nxzDL.

Information about education in Estonia in Ukrainian: hm.ee/uk. If you want to contribute as a teacher, register with the Unemployment Insurance Fund to find a job.

international protection. The procedure for international protection of Ukrainian citizens is simplified and takes one month.

During the proceedings, accommodation is provided for four months if necessary, in the same way as for war refugees granted temporary protection.

If you are already have a job and your **employer registers your short-term employment**, you do not have to apply for protection. As a short-term employee, **you are not entitled** to benefits and social services.

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

MEDICAL ASSISTANCE



Emergency medical services are available for everyone in Estonia. If you need urgent help, call the **emergency number 112**.

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**.

Psychosocial crisis support is available at the reception centres and in the accommodation establishments.

If you feel that you want to talk to someone and need emotional support, call the victim support helpline on [116 006 \(+372 614 7393\)](tel:+3726147393). You can get help from there in English, Russian, or Estonian around the clock.

PETS



If you bring a dog, cat, or ferret to Estonia, you must notify the Agriculture and Food Board as soon as possible. Your animal must be isolated for at least 21 days. Read more from the website of the Agriculture and Food Board at pta.agri.ee/en.

DRIVING IN ESTONIA



The Ukrainian driving license is valid in Estonia for one year from the registration of your residence in the population register.

A vehicle with a Ukrainian number plate may also be driven in Estonia without registering the vehicle within one year of coming to Estonia. A vehicle registered in Ukraine must have a green card issued in Ukraine or frontier insurance issued in a European Union country or Norway, Iceland, or Liechtenstein. Read more about frontier insurance from the website lkf.ee/en/frontier-insurance-war-refugees.

PUBLIC TRANSPORT



Ukrainian war refugees can travel for free on trains, city and county buses, trolleybuses, and trams. You need to get a public transport card from your local government or regional public transport centre. In trains, you will also be asked to present your identity document.

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, Estonian old-age pensioners, pupils, students, and other people are also covered by health insurance in accordance with the rules of the Health Insurance Act.

You should definitely **get vaccinated against the COVID-19 virus**. Vaccination is free of charge and over 75% of adults in Estonia are vaccinated against coronavirus. More information vaktisineeri.ee.

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 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.

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, 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: swedbank.ee
- SEB: seb.ee
- LHV: lhv.ee
- Coop pank: cooppank.ee
- Luminor: 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 per month. The benefit is paid on a needs basis.

To apply for family benefits, 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. Starting from the third child, you are entitled to an allowance of 300 euros per month **for families with many children**, and 400 euros per month if there are more than six kids in the family. If a child is born to a family or the parents have a child under the age of three, one parent is entitled to **parental benefit**.

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.

The Unemployment Insurance Fund pays registered unemployed people of working age **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 you are of retirement age (born in 1958 or earlier) and your pension is lower than the Estonian national pension rate (275 euros), you can apply to the Estonian National Social Insurance Board to cover this difference.

In order to determine the **degree of the disability** and apply for **social benefits for a disabled person, children** (up to 15 years of age) and **persons of retirement age** (64 and older) must submit an application to the **Estonian National Social Insurance Board**. **Working-age people** (aged 16–64) can submit an **application to the Estonian Unemployment Insurance Fund to assess their work ability and determine the degree of their disability**.

The UN Refugee Agency provides information on help for refugees swestprotection@unhcr.org, +46 101012800 (From Monday to Friday 11:00-13:00 and 15:00-17:00)

An independent non-governmental human rights advocacy organisation in Estonia is Estonian Human Rights Centre asylum@humanrights.ee +372 644 5148 +372 5194 9015

From temporary protection to independent living



START



Temporary protection and personal identification code

To gain access to education, social benefits, and the labour market, apply for temporary protection and an Estonian personal identification code.

You can get temporary protection and a personal identification code at the reception centre or from the service offices of the **Police and Border Guard Board**.

Bring an identity document.



Bank account

Before you apply for benefits and allowances, open an Estonian bank account.

To open a bank account, go to the **nearest bank**.

Bring your identity document and the decision on temporary protection.

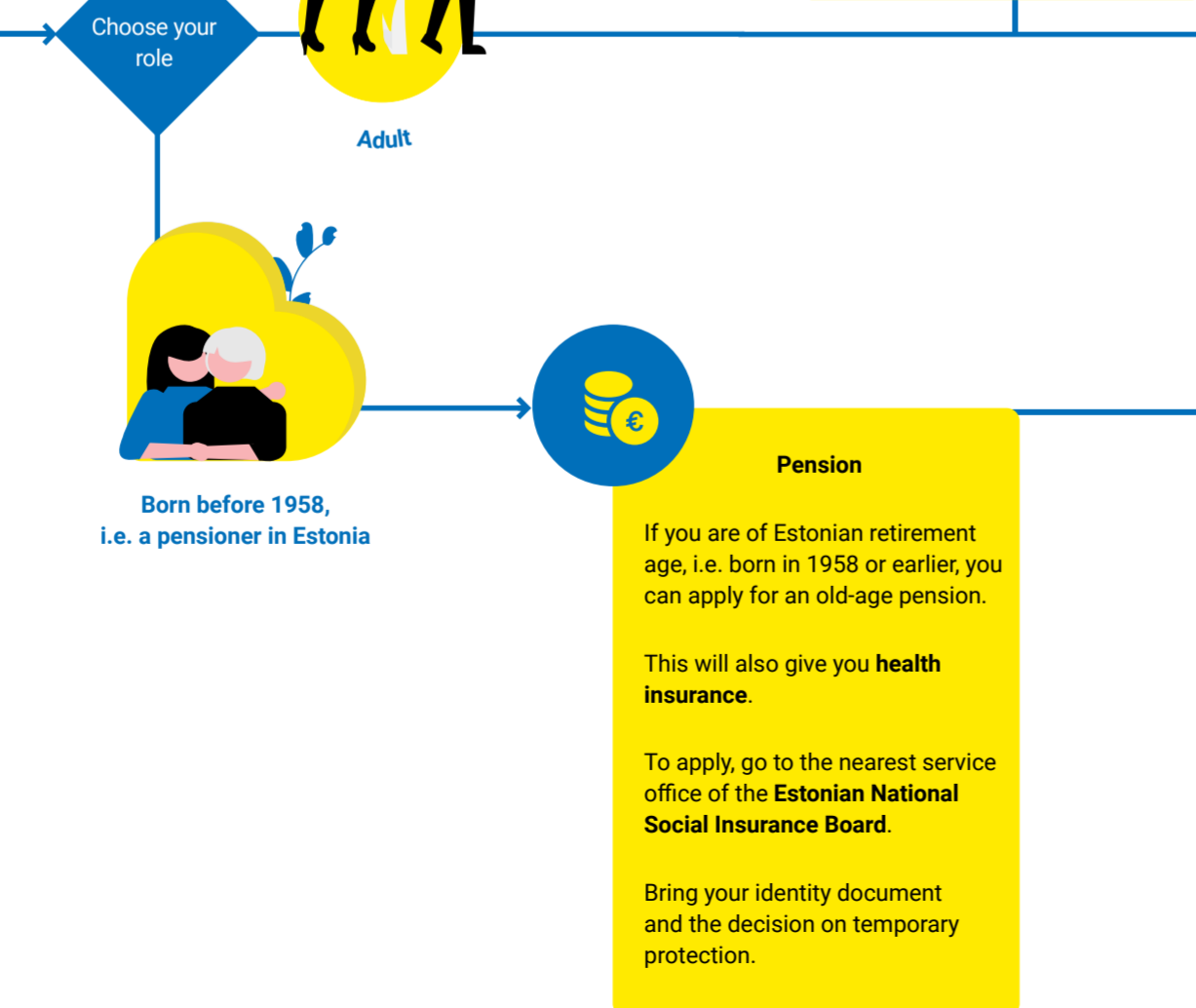
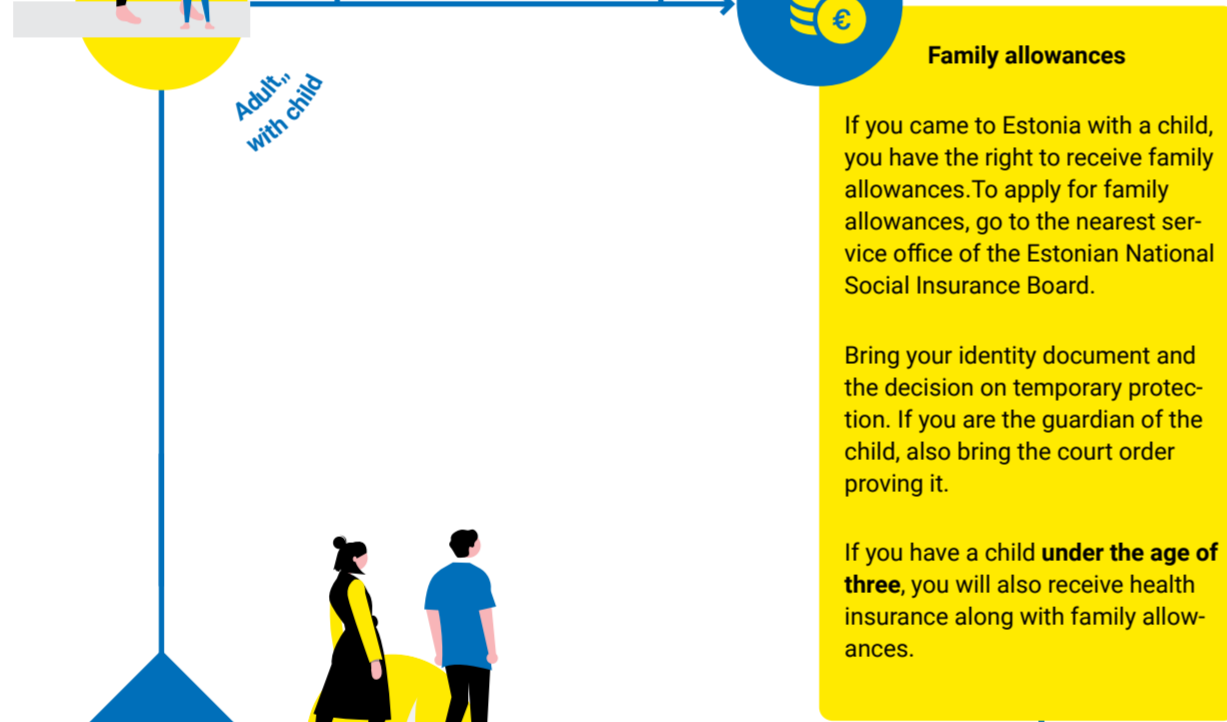


General health examination

The purpose of the general health examination is to obtain an overview of the state of health of the war refugees to ensure the same high-quality and solidarity-based medical care for them as is available for all other residents of Estonia.

Based on the medical history, it is also possible to determine the degree of disability of a disabled war refugee or refer a person to a family doctor/medical specialist for an additional appointment to determine the degree of disability.

War refugees are referred to general health examinations at the **reception centres** but they can also book an examination independently. Read more from the website of the Estonian Health Insurance Fund haigekassa.ee/en



Nursery school and school places

You can get information about available nursery school and school places from the **local government of your place of residence**.

You can apply for a nursery school or school place directly from the local government or school even if you do not yet have a personal identification code, temporary protection, or permanent residence.

Bring your identity document and the identity document of the child. Read more about the educational system from www.hm.ee/uk



Work

Once you have received temporary protection, you can start working immediately.

The Estonian Unemployment Insurance Fund helps to find a job.

Once you register as unemployed, you will be entitled to **labour market services and benefits** and **receive health insurance**. To do this, go to the nearest **Unemployment Insurance Fund department**.

Bring your identity document and the decision on temporary protection.



Permanent residence

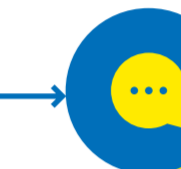
You can search for permanent housing yourself at kinnisvara24.ee/ukraini.

You can also ask your **local government** for help in finding a place to live.

If you have children, check with your **local government** before choosing a place to live to see if there are any places available in nursery schools or schools in the area.



FINISH



Adaptation programme

To make it easier to adapt to living in Estonia, you need to participate in an adaptation programme and take a basic Estonian language course.

Information about the start and registration of the adaptation programme and language course will be **sent to you by e-mail**.



Subsistence benefit

If you have received temporary protection, you are entitled to a subsistence benefit.

If you need a subsistence benefit, you can apply for it from the **local government of your place of residence**.

Bring your identity document and the decision on temporary protection.



Family doctor

Family health centres provide general medical care. You do not have to be on the patient list to get help.

Find a **suitable family doctor** and their contacts on the website of the Estonian Health Insurance Fund haigekassa.ee/en