

Welcome guide for Ukrainian refugees

1

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- On arrival in Spain
- Settled in Spain

1

Before arriving in Spain

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1.1

Contacts for leading NGOs in Spain

Regardless of how refugees arrive, it is recommended to contact the leading refugee organizations in Spain, in the relevant region.

The leading refugee NGOs in Spain are: **CEAR, CRUZ ROJA and ACNUR.**



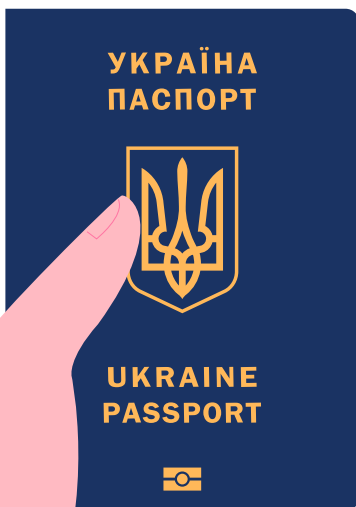
The Spanish Ministry for Inclusion, Social Security and Migrations provides the contact details for each area: <https://www.inclusion.gob.es/es/ucrania/telefonos/index.htm>



The UNHCR has a list of contact numbers for free legal assistance and other social services such as job hunting and housing: <https://help.unhcr.org/spain/donde-encontrar-ayuda-espana/asistencia-legal/>

1.2

Documentation required



To access Spain without a biometric passport or travel documents, refugees may go to a consulate office in a country on the border with Ukraine, e.g. Poland, Romania and Hungary, so that the situation may be assessed.

When no travel document is available, they must present the birth certificate or any other document certifying their identity. And a document certifying their residence in Ukraine before February 24 2022, if available.

Minors need their birth certificate, a certificate of their family tie or relationship with their tutors or their companions in whose care they are.



The Spanish Ministry for Inclusion, Social Security and Migrations has drawn up this guide for Ukrainian refugees: https://www.inclusion.gob.es/ficheros/ucrania/guia_desplazados_ucranianos.pdf

1.3

Preparing the arrival

The aim is to get everything ready for the arrival of the refugee(s) in your home. To this end, you must create a space where they will feel comfortable: **get your house ready, let your friends and family know and find out more about the situation in Ukraine.**



HOUSE

Your first step must be to **offer a comfortable, independent space**. It's better to have a private room with a bed ready.

Consider the spaces they will be using on a daily basis and how to present them so that they can familiarize themselves with them. You may want to use a translator, add notes or use stickers with images.



SURROUNDING AREA

You must make a list of the **basic services** in the surrounding area. It may be really useful to **look for communities or cultural associations of Ukrainian people in your city**.

You should also remember to **inform your family, friends, neighbors and trusted stores** that a refugee will be arriving in your home.



CONTEXT IN UKRAINE

For **more information** on the country: http://www.exteriores.gob.es/documentos/fichaspais/ucrania_ficha%20pais.pdf

Find out about **Ukrainian food** here: <https://ucranianos.com/es/cook>

A brief story of Ukraine: <https://cnnespanol.cnn.com/2022/03/10/ucrania-pais-datos-historia-hechos-rusia-trax/>

1.4

Hygiene and personal needs

The people you take into your home are likely to arrive with few belongings. As such, it's important to offer them the items they need for their personal hygiene and any medication they may need.



HYGIENE ITEMS

Consider the needs for products of the people you welcome into your home. These are basic products: shampoo, conditioner, hair brush, hydrating cream, nail trimmer, tooth paste and brush, micellar water, cotton pads, cotton swabs, hairbands, hairpins, deodorant, masks, lip balm.



BASIC MEDICATION

Anti-inflammatory, antipyretic, band-aids, antiseptic, COVID-19 test. Other: sleep-inducing supplements, bowel transit medication, sexual healthcare products. It will depend on individual needs.



ESTHETIC PRODUCTS AND NEEDS

Some people are sensitive to their appearance as a factor for their wellbeing and self-confidence. You should ask them whether they need esthetic products or services such as hairdressers, hair removal products and beauty parlors.

If you can contact them in advance:



CLOTHING

Bear in mind that they may need some clothes when they arrive. Put together a small budget and ask them about any priority items (coat, underwear, etc.).

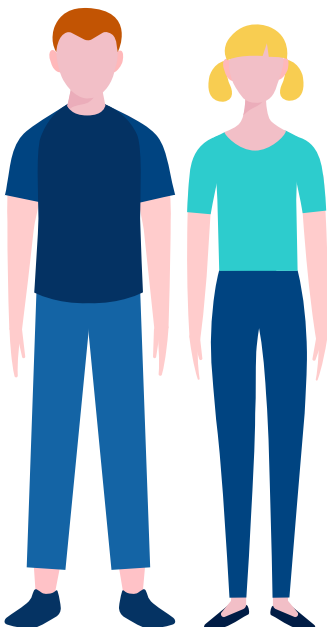


CELL PHONE

They may arrive in Spain without a cell phone. Technology is essential for them to keep in touch with their loved ones; if possible, give them a smartphone (you may have an old phone put away in a drawer that still works). Alternatively, let them use the technology in your home such as a laptop or the Wi-Fi connection.

1.5

Specific needs



CHILDREN

Many of the children in transit, inside and outside Ukraine, arrive unaccompanied or are separated from their family members. According to UNICEF, around 100,000 children lived in care or boarding schools in Ukraine before the start of the war, and almost half of them have some kind of disability.

The arrival of unaccompanied children is coordinated by the country of origin, or a border country.

To apply to receive minors in Spain, go to the regional family, childhood or social affairs ministry in your region.



This guide by UNICEF has the information you need to receive children into your home: https://www.unicef.es/ayuda-ucrania?ac=AC-7122&utm_source=bbva&utm_medium=web&utm_campaign=EMERGENCIA_UCRANIA

ELDERLY PEOPLE

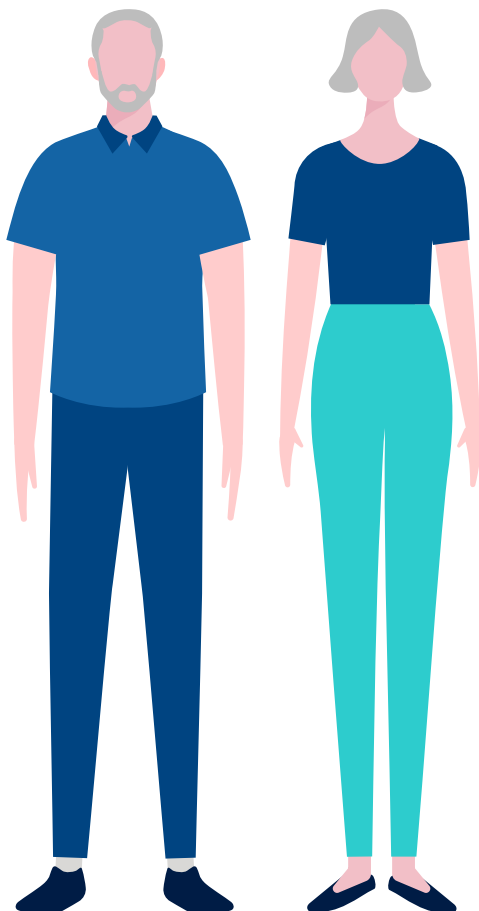
Elderly people may be particularly vulnerable in such a conflict. It is essential to take measures to ensure their protection and safety, since they will have special, urgent medical requirements.

First, find out beforehand about their health condition so that you can prepare your house. You may need to adapt the bathroom, move furniture around to avoid accidents, relocate kitchen utensils within easier reach or get a mobility aid. Find out whether they have a chronic condition and the medication they need.

Because of their age, older people tend to be disconnected from new technology.

Consequently, you should offer to help connect them with their family online, or supply them with what they need to send a letter to family living in a country welcoming refugees.

Because of the language barrier they may find it hard to socialize. It would be a good idea for you to find senior centers in your area offering age-appropriate activities.



WOMEN

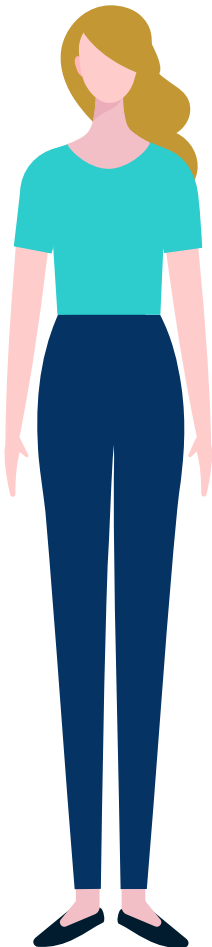
Most refugees are women and you should create a safe environment they can trust.

Hygiene

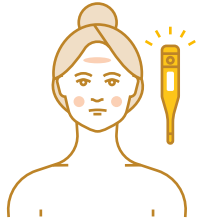
Basic items: sanitary pads, tampons, panty liners, feminine hygiene gel. This may change depending on the woman's age.

Safety

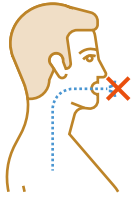
- **Physical:** make them feel they can enjoy safe spaces at home; make sure the bathroom lock is working; or, if possible, arrange for their room's door to lock from the inside.
- **Emotional:** it's important to convey the idea that, in general, Spain is a safe country. Invite them to share their location with you while out, or make it clear that they can call you if they have a problem. Let them know someone is looking after their safety.
- Search for family planning centers in your area, or equivalent, where they can go for any issues with their sexual health.
- Locate the centers for gender-based violence in your area.



Symptoms СИМПТОМИ



I have a fever
в мене температура



I can't breathe
Я не можу дихати



I cut myself
Я порізався



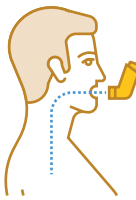
I burned myself
я обпікся



I electrocuted myself
мене вдарило
електричним
струмом



I'm pregnant
(or might be)
Я вагітна (у мене
підозри на вагітність)



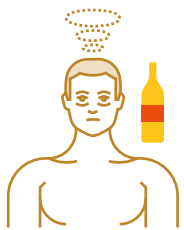
I have asthma
Я астматик



I have diabetes
Я діабетик



I'm hypertense
Я гіпертонік

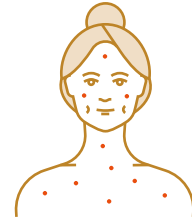


I had alcohol
Я вживав
алкоголь



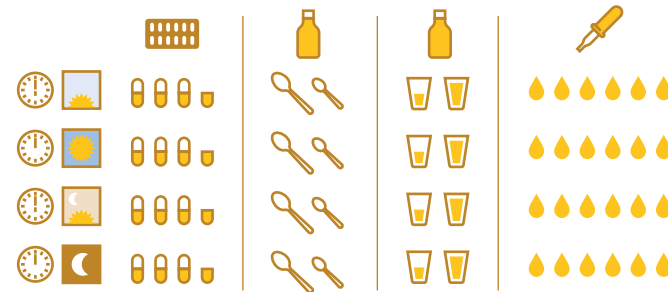
I'm high
я під дією
наркотичних
речовин

Allergy Алергія



- ☐ Amoxicillin
Амоксицилін
- ☐ Anti-inflammatory
протизапальні засоби
- ☐ Antibiotic
антибіотики
- ☐ Penicillin
Пеніцилін

Instructions on medication інструкції з прийому ліків



Time Час

Hours години	01	02	03	04	05	06	07	08	09	10	11	12
	13	14	15	16	17	18	19	20	21	22	23	24
Days дні	01	02	03	04	05	06	07	08	09	10	11	12
	13	14	15	16	17	18	19	20	21	22	23	24
	25	26	27	28	29	30	31					



Dust
пил



Animal hair
шерсть тварин



Insects
комахи



Nuts
Горіхи



Food
Продукти
харчування



Latex
латекс

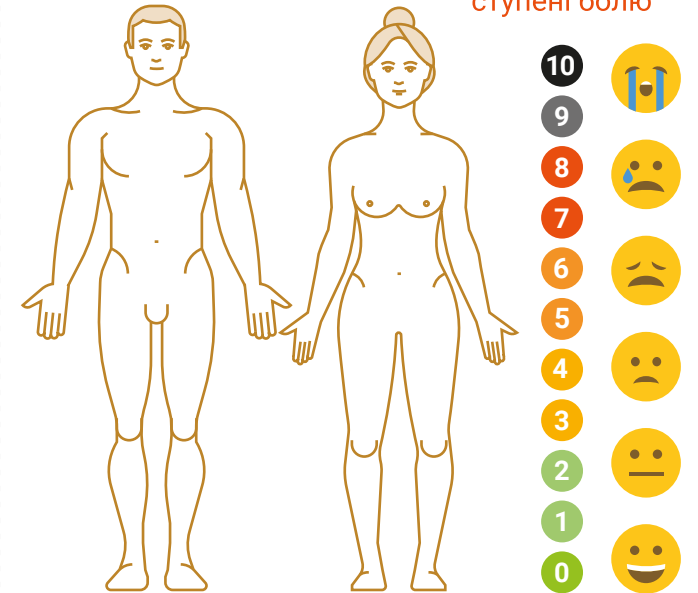
Healthcare guide Санітарний довідник



Emergency contacts
номер екстреної допомоги

☎ 112 | ☎ 061

Pain levels ступені болю



Type of pain тип болю



Sharp
Пекуча



Pressure
Тиск

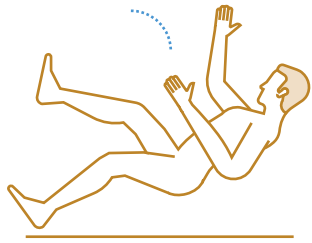


Hammer
Молоток



Burning
Пекуча

I fell я впав



In the bath
у ванні



In the street
На вулиці



Down the stairs
з сходів



Off a bike
з велосипеда

I was stung/bitten мене вкусив



Dog
собака



Cat
кіт



Bat
кажан



Rat
Щур



Spid
Павук



Mosquito
комар



Bee
Бджола

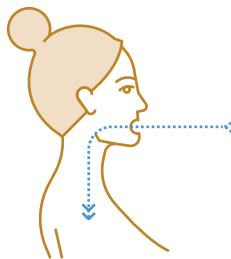


Snake
Змія



Jelly fish
медузи

I swallowed я проковтнув



A coin
Монета



A pill by mistake
Таблетка помилково

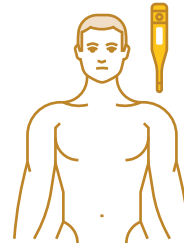


A bone in food
Кістка/кістка їжі

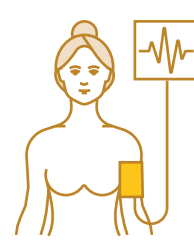


Gas, liquid you
shouldn't drink
я випив бензин,
недопустиму речовину

Testing Тести



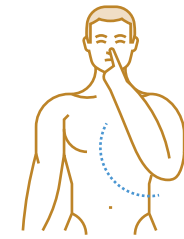
Take your temperature
Виміряйте
температуру



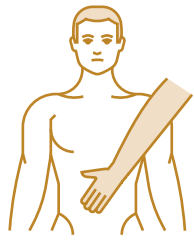
Check your pulse
взяти пульс



Listen to your
heartbeat
послухати



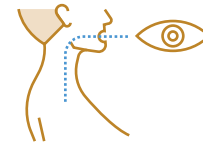
Test your reflexes
зробити тест на
рефлекси



Perform abdomen
palpation
пропальпувати
живіт



Check your ears
оглянути вуха



Check your throat
оглянути горло



Urine sample
Зразок сечі



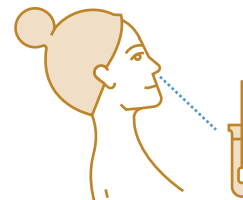
Stool sample
Зразок калу



Blood test
Аналіз крові



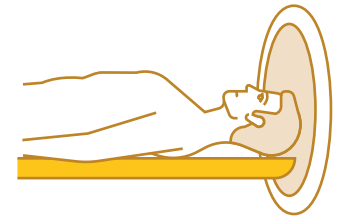
Allergy test
тест на алергію



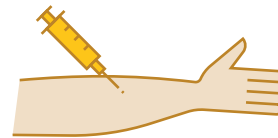
PCR test
зробити ПЦР тест



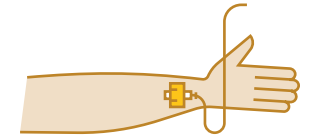
Have an X-ray
зробити рентген



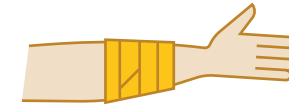
Have a scan
зробити КТ/MPT



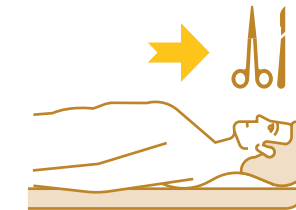
Have an injection
зробити вам укол



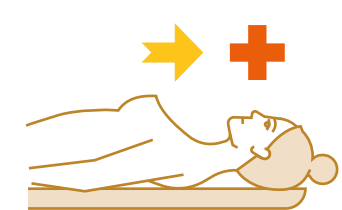
Insert a drip
поставити катетер



Bandage you
забинтувати / перев'язати



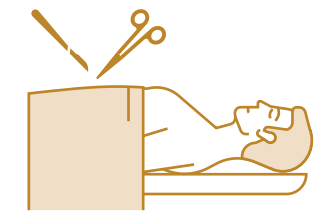
Take you to a treatment
room/operating room
Відвезу вас в процедурну
/ операційну



Admit you into hospital
покласти в лікарню



Sedate you
обезболити



Perform an operation on you
оперувати вас

Useful information

PHONE NUMBERS

Emergency services

112

Police

091

Victims of gender-based violence

016

Ukrainian embassy in Spain

Calle Ronda de Abubilla, 52
28043 Madrid, Spain

☎ +34917489360 / +34913 887178

Consulate General of Ukraine in Barcelona

Carrer de Numància, 185, Bajos 2
08034 Barcelona, Spain

☎ +34934028956

Useful information

NGO CONTACT INFORMATION

AUTONOMOUS COMMUNITY	PROVINCE	NGO	PHONE
Andalusia	Almeria	RED CROSS	900221122
	Cadiz	CEAR	856561384 (Cadiz)
			856560946 (Algeciras, Cadiz)
	Cordoba	ACCEM	679013654 (from 7 p.m. to 7 a.m.)
			957470176
			900221122
			900221122
			900221122
			900221122
			951561071
	Malaga	CEAR	679013654 (from 7 p.m. to 7 a.m.)
			954619164
Aragón	Seville	CEAR	679013654 (from 7 p.m. to 7 a.m.)
			954619164
	All provinces	ACCEM	679013654 (from 7 p.m. to 7 a.m.)
			954619164
	All provinces	RED CROSS	73319852
			900221122
	All provinces	RED CROSS	900221122
			900221122
	All provinces	RED CROSS	900221122
			900221122
Comunitat Valenciana	All provinces	RED CROSS	900221122
			900221122
	All provinces	RED CROSS	900221122
			900221122
	All provinces	RED CROSS	900221122
			900221122
	All provinces	RED CROSS	900221122
			900221122
	All provinces	RED CROSS	900221122
			900221122
Canary Islands	Las Palmas	CEAR	928 970 608 (Vecindario)
			659 260 744 (Las Palmas)
	Santa Cruz de Tenerife	CEAR	679013654 (from 7 p.m. to 7 a.m.)
			822 112 009
	Santa Cruz de Tenerife	CEAR	679013654 (from 7 p.m. to 7 a.m.)
			822 112 009
	Santa Cruz de Tenerife	CEAR	679013654 (from 7 p.m. to 7 a.m.)
			822 112 009
	Santa Cruz de Tenerife	CEAR	679013654 (from 7 p.m. to 7 a.m.)
			822 112 009
Cantabria	Cantabria	RED CROSS	900221122
Castile-La Mancha	All provinces	ACCEM	673319842
Castile-Leon	All provinces	ACCEM	673319841
Catalonia	All provinces	RED CROSS	900221122
Aut. Community of Navarre	Navarre	RED CROSS	900221122
Basque Country	Araba/Álava	CEAR	945266805
			679013654 (from 7 p.m. to 7 a.m.)
	Gipuzkoa/Guipúzcoa	CEAR	943242483
			679013654 (from 7 p.m. to 7 a.m.)
	Bizkaia/Vizcaya	CEAR	944248844
			679013654 (from 7 p.m. to 7 a.m.)
	Bizkaia/Vizcaya	CEAR	944248844
			679013654 (from 7 p.m. to 7 a.m.)
	Bizkaia/Vizcaya	CEAR	944248844
			679013654 (from 7 p.m. to 7 a.m.)
Extremadura	All provinces	ACCEM	673319846
Galicia	All provinces	ACCEM	673319850
Balearic Islands	Illes Balears	RED CROSS	900221122
La Rioja	La Rioja	RED CROSS	900221122
Region of Madrid	Madrid	RED CROSS	900221122
Principality of Asturias	Asturias	ACCEM	673315047
Region of Murcia	Murcia	ACCEM	673315020