

Welcome guide for Ukrainian refugees

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On arrival in Spain

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2.1

Formalities on arrival

In general, after their **medical checkup**, refugees must contact the Reception, Welcome and Referral Center created by the Spanish Ministry for Inclusion, Social Security and Migrations.



Link in Ukrainian:

<https://www.inclusion.gob.es/uk/ucrania/index.htm>

2.2

Regularizing their situation

Ukrainian people can stay for three months in the Schengen area as “tourists” and, as such, they do not need a visa.

Urgently, and during the first three months of their stay, they must apply for international protection or temporary protection.

You should be there with them during these formalities, especially if they are not familiar with Spanish. Also, if you find out beforehand what documents they need, you will help this process a lot.



TEMPORARY PROTECTION¹

Council Directive 2001/55/EC on minimum standards for giving temporary protection in the event of a mass influx of displaced persons automatically allows displaced Ukrainians to reside, work or study in the European Union for one year, which may be extended to three. Consequently, this is the most common and recommended type of protection, and it is processed faster than international protection. It grants the following rights:



- **Residence permit, work permit (self-employed or employed by others), for one year with possible extension to two**



- **Access to education and professional training**



- **Social aid**



- **Housing**



- **Medical care**

To apply for temporary protection, refugees must contact the Spanish police, at the stations designated for this purpose and at the Reception, Welcome and Referral Centers by the Spanish Ministry of Inclusion, Social Security and Migrations.

On the day they submit their application, the applicant receives proof of their application for temporary protection, which authorizes them to remain in Spain and receive the corresponding social aid. Within 24 hours, the Spanish Interior Ministry processes the application and notifies of the resolution by post, electronic means or in person. If no other means is possible, the notification is published in the BOE (Official Gazette).

¹ Information for Ukrainian refugees in Spain from the Ministry for Inclusion, Social Security and Migrations: https://www.inclusion.gob.es/ficheros/ucrania/guia_desplazados_ucranianos.es.pdf

INTERNATIONAL PROTECTION

Unlike temporary protection, this is a longer, more complex process. International protection must be applied for by refugees who cannot return to their country of origin because of substantiated fear of persecution on the basis of their race, religion, nationality, political opinions, membership of a certain social group, gender or sexual orientation.²

RESIDENCE REGISTRATION

If the asylum seeker wishes or needs to reside long term in the country, they may apply for residence registration. It should be noted that this is the main requirement for getting and renewing the Spanish ID card, driver's license, asking for placement in a school, receiving social benefits, voting in elections, etc.

However, this is not a necessary requirement since temporary or international protection allows for the basic rights of individuals.



Information for applicants for international protection in Spain, right to asylum and subsidiary protection: http://www.interior.gob.es/documents/642317/1201485/Informacion_solicitantes_Asilo_Ingles_126160099.pdf/c2097f86-ebc6-4e7b-aeda-d9a64782c457

2. Services for individuals: International protection. Interior Ministry, Spanish government <http://www.interior.gob.es/web/servicios-al-ciudadano/oficina-de-asilo-y-refugio/proteccion-internacional>



BANK ACCOUNTS

Refugees will need a bank account for money transactions, financial aid and services. Royal Decree Law 164/2019, of March 22, establishes a free system of basic payment accounts for people considered vulnerable or at risk of social exclusion, including refugees.

Credit institutions are obliged to maintain this free system for two years from recognition. No fee can be charged during this period, unless the bank can demonstrate that the customer is no longer a member of a vulnerable group or at risk of financial exclusion.

To access a basic account, refugees only need to present proof of their application for temporary protection of displaced individuals.



Read the BOE (Official Gazette) issue on the regulations of basic accounts here: <https://www.boe.es/buscar/act.php?id=BOE-A-2019-4906>

2.4

Introducing customs/ Ukrainian/Spanish culture



You can show them
Spanish food here:
<https://ucranianos.com/ua/ispanska-kuhnya>

There is a lot we can learn from each other but, during the first few days, it is important to share the daily customs and routines.

Here is a list of topics of conversation:

- What time you get up.
- What time you go to bed.
- What time you have breakfast, lunch, an afternoon snack and dinner.
- What the meals are like: sitting at the table, a quick snack... and what you normally eat at each meal.
- As for the home routines, whether there is a specific time when you gather in the living room, watch movies or play. Consider the time you leave for work or school, how long you will be away for and what they can do while you're not there. If you go out for a meal on a Sunday or do some kind of sport, they may also be interested.
- Make a list of basic things they want to have and you can offer them. For example, tea instead of coffee, the type of milk they drink or whether they like sugar in it.
- It's also important to go over the hygiene items, to make sure they can access everything (gel, soap, shampoo, masks, nail trimmers, etc.).



2.5

Coexistence, surrounding area and personal needs

In order for your guests to feel comfortable in their new home, you should identify the common spaces where they can move freely, such as the living room, office, bathroom or kitchen, and give them access to everything you can offer them and may be useful to them: the fridge, pantry, computer, TV when it has international channels, etc.

COEXISTENCE

Help them familiarize themselves with the house and the places for basic items such as plates, glasses or toilet roll. Naturally, share the key to the Wi-Fi and a copy of the house keys to ensure their independence and mobility.

Also, as it happens any time you coexist with someone else, you should create rules for the house, which should consider your “habits” and “tricks” in the house. For example, whether you like to lock the door, open the windows in the morning or whether you need to wait a bit for the water in the shower to warm up.

Finally, explain the rules that apply when they go outside so that they can adapt correctly to their new surroundings, e.g. masks must be worn indoors and store opening times.

To overcome language barriers, your phone’s translator allows you to speak and write with a Ukrainian translation.



SURROUNDING AREA

The people you take into your home must feel safe. To this end, show them around your neighborhood, village, your neighbors... so that they feel they don't only depend on you and that, instead, they can feel safe and trust those around them.

PERSONAL NEEDS



Phone connection: A cell phone makes them feel safe and able to connect with their family. They must have a Spanish SIM card since Ukraine is not included in free roaming because it is not part of the European Union. All calls, data use and SMS from their SIM will be really expensive. If they wish to keep using their Ukrainian number, they should make the calls and videocalls via a Wi-Fi connection.



Transportation: They should be aware of the means of transportation close to the house where they are staying. This will allow them to move around and feel less dependent.

Show them where they can take the bus, subway, train, etc. and the tickets or passes they need to use this public service. You should be with them when they buy the tickets.



Also, the Spanish Department of Transportation has made Ukrainian driving licenses valid for one year.

<https://sede.dgt.gob.es/es/permisos-de-conducir/canje-permisos/canje-permisos-extranjeros/canje-permisos-convenio/index.shtml?Ucrania>

Finally, it should be noted that RENFE offers free traveling from Barcelona to any destination in Spain or France.



CONTACT NETWORK

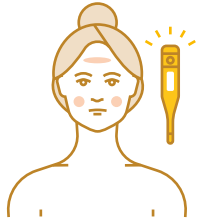
- Search for Ukrainian communities nearby.
- Offer your help so that they can keep in touch with their families (even if they are not in Spain).
- Help them practice their religion, if any: look for temples in the area.



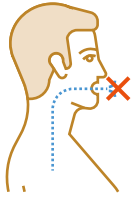
Services provided by refugee centers:

https://extranjeros.inclusion.gob.es/ficheros/proteccion_asilo/car/Carta_de_Servicios_2018_2021.pdf

Symptoms СИМПТОМИ



I have a fever
в мене температура



I can't breathe
Я не можу дихати



I cut myself
Я порізався



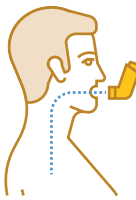
I burned myself
я обпікся



I electrocuted myself
мене вдарило
електричним
струмом



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



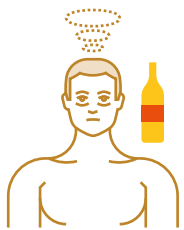
I have asthma
Я астматик



I have diabetes
Я діабетик



I'm hypertense
Я гіпертонік



I had alcohol
Я вживав
алкоголь



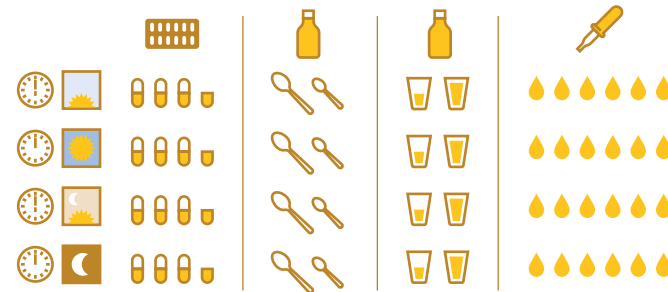
I'm high
я під дією
наркотичних
речовин

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

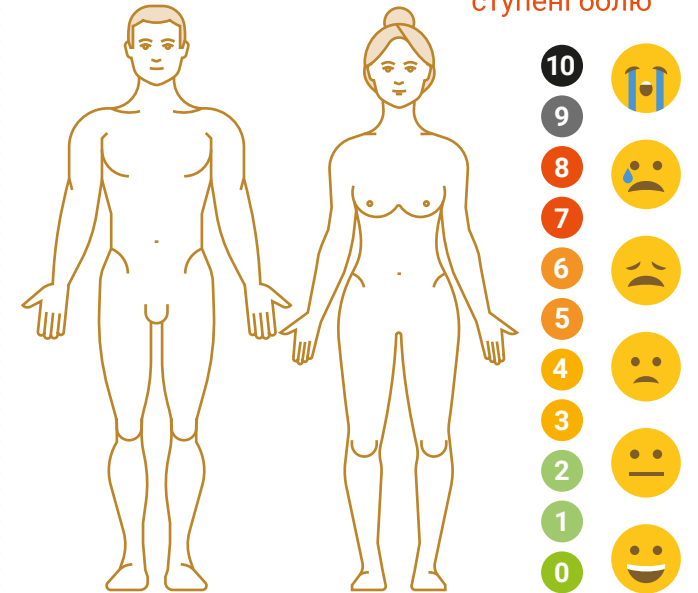
Healthcare guide Санітарний довідник



Emergency contacts
номер екстреної допомоги

☎ 112 | ☎ 061

Pain levels ступені болю



Type of pain тип болю



Sharp
Пекуча



Pressure
Тиск

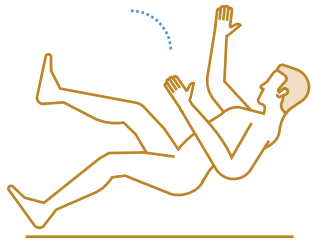


Hammer
Молоток



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

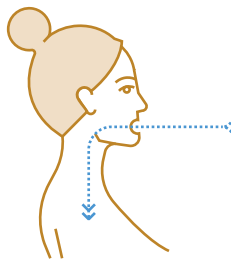


Snake
Змія



Jelly fish
медузи

I swallowed я проковтнув



A coin
Монета



A pill by mistake
Таблетка помилково

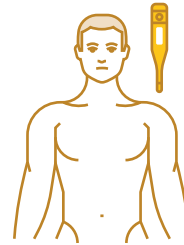


A bone in food
Кістка/кістка їжі

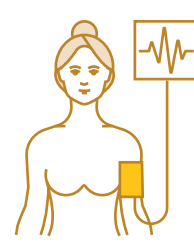


Gas, liquid you
shouldn't drink
я випив бензин,
недопустиму речовину

Testing Тести



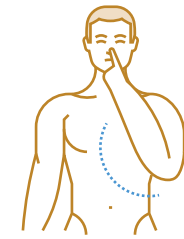
Take your temperature
Виміряйте
температуру



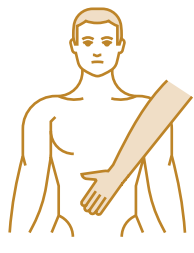
Check your pulse
взяти пульс



Listen to your
heartbeat
послухати



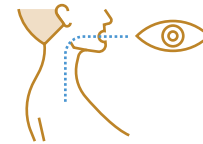
Test your reflexes
зробити тест на
рефлекси



Perform abdomen
palpation
пропальпувати
живіт



Check your ears
оглянути вуха



Check your throat
оглянути горло



Urine sample
Зразок сечі



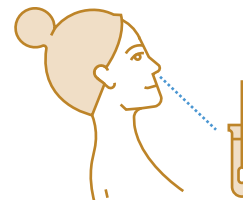
Stool sample
Зразок калу



Blood test
Аналіз крові



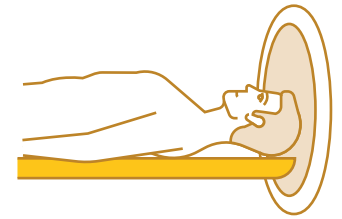
Allergy test
тест на алергію



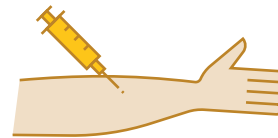
PCR test
зробити ПЦР тест



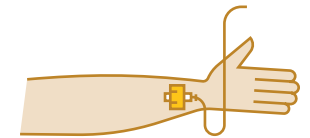
Have an X-ray
зробити рентген



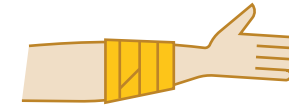
Have a scan
зробити КТ/MPT



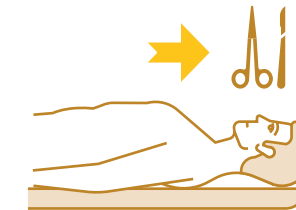
Have an injection
зробити вам укол



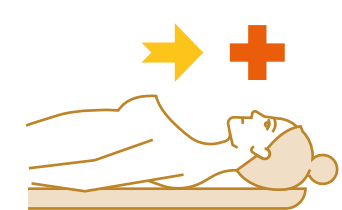
Insert a drip
поставити катетер



Bandage you
забинтувати / перев'язати



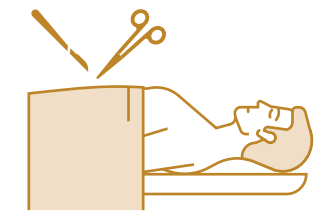
Take you to a treatment
room/operating room
Відвезу вас в процедурну
/ операційну



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)
			679013654 (from 7 p.m. to 7 a.m.)
	Cordoba	ACCEM	957470176
	Granada	RED CROSS	900221122
	Huelva	RED CROSS	900221122
	Jaen	RED CROSS	900221122
	Malaga	CEAR	951561071
			679013654 (from 7 p.m. to 7 a.m.)
	Seville	CEAR	954619164
			679013654 (from 7 p.m. to 7 a.m.)
Aragón	All provinces	ACCEM	73319852
Comunitat Valenciana	All provinces	RED CROSS	900221122
Canary Islands	Las Palmas	CEAR	928 970 608 (Vecindario)
			659 260 744 (Las Palmas)
			679013654 (from 7 p.m. to 7 a.m.)
	Santa Cruz de Tenerife	CEAR	822 112 009
			679013654 (from 7 p.m. to 7 a.m.)
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.)
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