

# Information for refugees fleeing Ukraine

*Flyer for Ukrainian nationals and persons under protection in Ukraine, and their family members, who received temporary protection in Belgium due to the war.*

## Welcome to Belgium!

You have been given **temporary protection** in Belgium. This protection, and the associated rights, are valid until 4 March 2023. If the conflict in Ukraine lasts longer, the protection will be extended.



## Temporary residence permit



Temporary protection certificate



A Card

After registering at the Immigration Office in Brussels, you will receive a **temporary protection certificate**.

This allows you to obtain a **temporary residence permit 'A Card'** in Belgium. Each member of your family over the age of 12 will have their own card. Check if your personal details (name, date of birth, etc) are correct on your documents.

**After you arrive at your place of residence, please make an appointment with the municipality (commune/gemeente) as soon as possible to apply for your A Card. Once the application is completed, you will have access to the labour market and social rights (social support, school, etc).**

## Housing

### Do you already have a place to stay?

We recommend that when possible you stay with **family, friends, or acquaintances** in our country. If you already have a place to stay in Belgium, we recommend you stay there for the time being.

If you have to leave your accommodation, don't come back to the registration centre at Heysel. Contact the municipality where you are staying, they will work with you to find a solution.

### You don't yet have a place to stay?

In the registration centre in Brussels you can ask for crisis accommodation in a **Belgian municipality** or city. Be aware, this opportunity is given only on the day you register. It can be a group accommodation, a room in a private home, and so on.

**You cannot choose your accommodation, but we try to take into account the needs of your family, the languages you speak, and your health situation.**

If you have not received a place to stay by the end of the day you register, we will provide you with emergency accommodation in Brussels. You can stay there for one or two nights until we find crisis accommodation in a municipality in Belgium.

### Transport to the crisis accommodation

There are several options:

- With your **own vehicle**.
- With a **shuttle bus**. A staff member at the registration office will provide you with the details.
- By **public transport** (train, tram, bus/metro).

Before you leave, you get:

- The address of the accommodation, a contact person, and phone number.
- An explanation of how to use public transport.
- Tickets for the train/tram/bus or metro to go to the accommodation.

**Your contact person in the municipality is expecting you on the day. Call your contact person if you have any problems on the way.**

## What you should know about the accommodation

**Your stay at the crisis accommodation is temporary** until you move to long-term accommodation or you find a place to rent. Your stay may last a few days, weeks, or months.

**The municipality or a host offers the accommodation.** You do not have to pay for this. However, when you receive an income and your stay is more long term, the municipality or your host may charge a fee. They will talk to you about that before charging.

**Make clear agreements about your stay.** About the food, the use of the bathroom, the key, cleaning up, etc.

**The language barrier** can lead to misunderstandings and a lack of understanding between you and the host. If necessary, ask the municipality if they can help with an interpreter or intermediary.

**Right to privacy.** You and your family members are entitled to a place of your own to relax. It is important that you feel comfortable and safe at the accommodation.

## Problems at the accommodation?

You are not required to stay at the crisis accommodation. If you have any problems, immediately contact the municipality where you are staying. They will help you to find a solution.

### **Sexual or economic exploitation is punishable in Belgium.**

You do not have to do anything that you do not want to do (sexual or otherwise). The host cannot ask you to work for free in exchange for accommodation.

**!** **If you feel threatened, if you (or a family member) are a victim of violence or abuse, ask for help at the OCMW/CPAS (Public Social Welfare Centre) of your municipality or a specialised organisation in Belgium: [www.payoke.be](http://www.payoke.be) (Antwerp), [www.pag-asa.be](http://www.pag-asa.be) (Brussels), [www.asblsurya.org](http://www.asblsurya.org) (Liège).**

## Your rights in Belgium

After your request for the A Card is complete, you are entitled to social rights.



### Social support

Depending on your financial situation, you may be entitled to social (financial) support, a **living wage**. This living wage allows you to support yourself in Belgium. The living wage is provided by the OCMW/CPAS of the municipality where you stay.



### Work

You have **unlimited access to the labour market** in Belgium.



### Health care

In Belgium, you are entitled to be reimbursed for health care expenses. You must register for this with a **health insurance fund**. If you are a member of a health insurance fund, you can visit a general practitioner, dentist, or other health care provider for all non-urgent medical care.

**While waiting for the activation of your health insurance, you have right to emergency medical care. If your life is in danger, go to the hospital to get treated. Ask help from the OCMW/CPAS to arrange the bill payment.**

You can receive psychological counselling to help you cope with trauma, stress, or other suffering. Discuss this with your general practitioner or ask for help from the OCMW/CPAS of the municipality.



### School

Every child in Belgium can go to school. In Belgium, all children between **the ages of 5 and 18** must go to school. The municipality will help you to enrol your children in a school.



### Useful websites

[www.info-ukraine.be](http://www.info-ukraine.be)

- **Brussels** [www.helpukraine.brussels](http://www.helpukraine.brussels)
- **Vlaanderen** [www.vlaanderen.be/vlaanderen-helpt-oekraïne](http://www.vlaanderen.be/vlaanderen-helpt-oekraïne)
- **Wallonie** [www.wallonie.be/fr/ukraine](http://www.wallonie.be/fr/ukraine)
- **Radio RTBF Ukraine** - podcasts and practical information in Ukrainian [www.rtf.be/radio/liveradio/rtbf-ukraine](http://www.rtf.be/radio/liveradio/rtbf-ukraine)

### Useful contacts

- Infoline Caritas International in Ukrainian, or Whatsapp +32 476 34 07 58, 13:00-17:00
- Infoline Vlaanderen +32 2 225 44 21, 9:00-12:30
- Information number: +32 2 488 88 88
- Emergency numbers: 101 (police) or 112 (fire brigade/ambulance)
- Municipality contact person