As a Ukrainian citizen, you have the right to stay in Estonia without a visa. If you wish to stay in Estonia for a longer period, you can apply for temporary protection. You can do this at the customer service of the Police and Border Guard Board in Tallinn, Tartu, Pärnu or Parnawa, or by appointment before going to a service point: boroomine.politsei.ee.

If the customer services of the Police and Border Guard Board are closed at the customer service point, you can go to the refugee information point in Tallinn, Tartu, Pärnu, Järva, or Hannon. The number of temporary protection applications is growing, so you might have to wait for your temporary protection request to be processed.

If you are a Ukrainian citizen, you can get the registration form and the information you need at the customer service point of the Police and Border Guard Board if:

• you are a family member of Ukrainian refugees who have received temporary protection, or
• you have gained temporary protection on the basis of your family membership.

A temporary protection residence permit is valid for one year, with which you can stay in Estonia during this period. You can apply for temporary protection in the customer service of the Police and Border Guard Board, Book an appointment in advance: boroomine.politsei.ee.

When you go to that appointment, bring your passport, residence permit (new document) (if you have already been registered as a temporary protection beneficiary), identity document (e.g. marriage certificate) and other documents certifying the family event, or other identity document.

The customer service of the Police and Border Guard Board will then receive your temporary protection application and a residence permit.

You are entitled to stay in Estonia if you have temporary protection or a residence permit. You can apply for a residence permit or inter-personal labour contract if required. You can apply for permits by submitting the application at the customer service point of the Police and Border Guard Board.

You must attend an A1 level Estonian language course if you have not studied in Estonia before.

We strongly advise you not to travel to the Ukraine, Russia, or Belarus. In certain cases, this may lead to the revocation of your residence permit.

The UN Refugee Agency provides help and information for refugees. The International Service for Human Rights in Estonia provides legal help and, if necessary, protection.

If you have any questions about language learning, an advisor from the Integration Foundation will help you by phone number: +372-999-9999, e-mail: info@integra.ee.

As a recipient of a temporary protection, you must attend an A1 level Estonian language course, which will be informed of by e-mail.

Welcome programme

The state offers recipients of temporary protection a one-day welcoming programme on the functioning of the Estonian state and society, the daily organisation of the cultural, linguistic and working environments, and other topics. You will receive an e-mail about the start of the welcoming programme.

You can get information that is important to you from dopomoga.ee or by calling the free helpline 1247 (+372-600-1247). You can find the contact information on dopomoga.ee.

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

1247 (+372 600 1247)
From temporary protection to independent living

**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 an Estonian personal identification code at the reception centre or from the service offices of the Police and Border Guard Board. Bring an identity document.

If you need advice and help or short-term accommodation, go to a refugee information point in Tallinn, Tartu, Parnawa, Jõhvi, or Narva.

**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 examination 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.

**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.

**Family allowances**

If you came to Estonia with a child, you have the right to receive family allowances. To apply for family allowances, go to the nearest service office of the Estonian Social Insurance Board. Bring your identity document and the decision on temporary protection.

If you did not yet have a personal identification code, temporarily protection or permanent residence.

**Guardianship**

If you came to Estonia with a minor child but you are not their mother or father, you must become the guardian to represent the child.

To become their guardian, contact the local government.

Bring your identity document and any other documents you have for the child and their parents. In addition, bring the decision on temporary protection.

Please inform the Embassy of Ukraine in Estonia that the children are in Estonia.

**Pension**

If you are an Estonian retirement age, i.e. born in 1958 or earlier, you can apply for an old-age pension.

This will also give you health insurance.

To apply, go to the nearest service office of the Estonian National Social Insurance Board.

Bring your identity document and the decision on temporary protection.

**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 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.

**Children in Estonia**

If you came to Estonia with a child but you are not their mother or father, you must become the guardian to represent the child.

To become their guardian, contact the local government.

Bring your identity document and any other documents you have for the child and their parents. In addition, bring the decision on temporary protection.

Please inform the Embassy of Ukraine in Estonia that the children are in Estonia.

**Health Insurance Fund**

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, temporarily 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.

**Nursery school and school place**

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, temporarily protection, or permanent residence.

Bring your identity document and the identity document of the child.

**Guardianship**

If you came to Estonia with a minor child but you are not their mother or father, you must become the guardian to represent the child.

To become their guardian, contact the local government.

Bring your identity document and any other documents you have for the child and their parents. In addition, bring the decision on temporary protection.

Please inform the Embassy of Ukraine in Estonia that the children are in Estonia.

**Temporary protection**

If you came to Estonia with a minor child but you are not their mother or father, you must become the guardian to represent the child.

To become their guardian, contact the local government.

Bring your identity document and any other documents you have for the child and their parents. In addition, bring the decision on temporary protection.

Please inform the Embassy of Ukraine in Estonia that the children are in Estonia.

**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.

**Old-age pension**

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 service 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 www.haigekassa.ee.

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 they are any places available in nursery schools or schools in the area.

**Subsistence benefit**

If you 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.