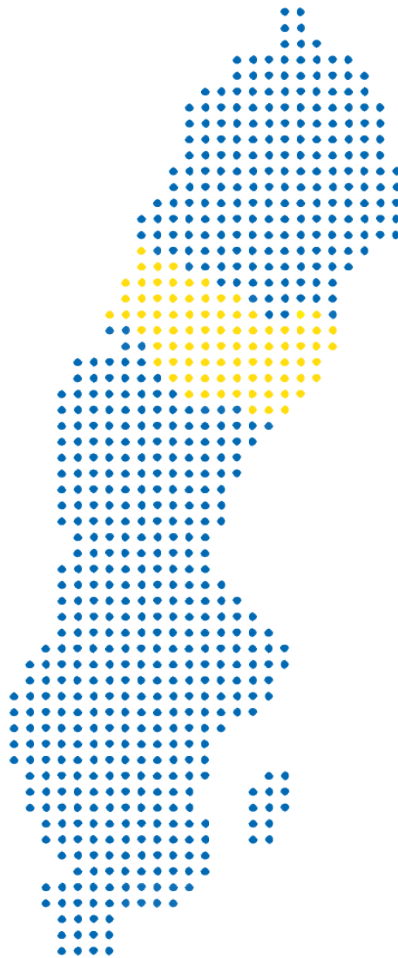


Information from Swedish authorities

For those seeking temporary protection



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Welcome to Västerbotten County, Sweden

We are so sorry for what is happening in your country and that you had to flee. We hope you will feel welcome during your time with us.



The Swedish Migration Agency is here to help you. You can apply via the migrationsverket.se/ukraine website, or at one of their offices, to access support from Swedish society.



On the [Informationsverige.se](https://informationsverige.se) website, you'll find information about how Swedish society works when it comes to housing, medical care, pets, schools and work.

You are entitled to support

In Sweden, you are entitled to different types of support. Exactly what you are entitled to depends on the basis on which you are in the country.

If you have fled the war in Ukraine, you can

- stay in Sweden without a visa for up to 90 days,
- obtain a temporary residence permit in accordance with the Temporary Protection Directive,
- apply for asylum.

If you are in Sweden without a visa

As a Ukrainian citizen, you do not need a visa to stay in Sweden for up to 90 days if you have a biometric passport or Schengen visa. During this time, you will need to make your own living and accommodation arrangements.

You are not entitled to support in the same way as with a residence permit or asylum, but you are entitled to emergency medical care.

For those applying for a temporary residence permit

The Temporary Protection Directive affords you a temporary residence permit, provided that

- you are a citizen of Ukraine, and were resident in Ukraine before the 24th of February 2022, **or**
- you have a residence permit as a refugee or a person eligible for subsidiary protection in Ukraine, **or**
- you are a family member of someone who fits one of the above criteria.

To be covered by the Directive, you must have left Ukraine on or after the 24th of February 2022. When applying, you must present a valid passport or other identity document.

Once you have received your residence permit in accordance with the Temporary Protection Directive, you are entitled to

- some financial assistance,
- basic healthcare,
- food and accommodation,
- work or go to school in Sweden.

Read more and apply on migrationsverket.se/ukraine

For those applying for asylum

If you do not qualify for a temporary residence permit in accordance with the Temporary Protection Directive, you can apply for asylum.

Read more on migrationsverket.se/ukraine

For those under the age of 18

If you are younger than 18, you can get a residence permit even if you do not have a valid passport or identity document. If you are travelling without a guardian, and need support or help, you can contact the Migration Agency when you arrive in Sweden. You can also contact social services in the municipality where you live.

In case you need healthcare

If you are in Västerbotten County and have a temporary residence permit, you are entitled to receive healthcare on the same terms as Swedish citizens. The same thing applies if you are seeking asylum or if you are present in Sweden without a permit. For children aged younger than 20 years, healthcare is free of charge.

1177 - a 24/7 service

On the website 1177.se you can read about diseases and symptoms and get tips on how to speed up your recovery.

For healthcare advice, phone +46 771-11 77 00. The nurses at Healthcare Guide 1177 serve as a guide to the healthcare system. Open around the clock. You can speak in either Swedish or English when calling 1177.

Healthcare center

If you are ill, injured or need medicine, you should contact a healthcare centre (hälsocentral). It is your first port of call. Please phone and book an appointment before your visit. The healthcare center can also refer you to a specialist at the hospital if needed.

Emergency department

If you are seriously ill or have been gravely injured and need help urgently, you can seek help at the hospital emergency department (akutmottagning). Phone +46 771-11 77 00 if you are unsure of the severity of your condition and need an assessment.

112 - SOS Alarm

Phone 112 in the event of an emergency or if a person's life is in danger.

Dental care

Contact your nearest Folktandvården dental surgery if you have urgent problems with your teeth. Please phone and book an appointment before your visit. If you have urgent problems with your teeth and need advice during the evening or night or at the weekend, phone +46 771-11 77 00.

Interpretation to your language

If you have difficulty speaking or understanding Swedish, you may get help from an interpreter. There is no extra charge for this. Tell the staff that you need an interpreter when you make an appointment.

How much does a medical visit cost?

The following fees apply to those who have registered with Migrationsverket (Swedish Migration Agency) and those who are present in Sweden without a permit.

For children aged younger than 20 years, healthcare is free of charge. After a person's 20th birthday, a patient fee must be paid.

A visit to a doctor at a healthcare centre costs SEK 50. A visit that does not involve a doctor, e.g. with a nurse, physiotherapist or counsellor, costs SEK 25.

If you are pregnant, you will receive maternal care and delivery care free of charge. Abortions and advice about contraception are also free. If you have an infectious disease and require care to prevent the spread of infection, there is no charge.

Get vaccinated against COVID-19

Everyone in Sweden aged 12 or older can get vaccinated against COVID-19. You do not need to be a Swedish citizen to get the vaccine. Vaccination against COVID-19 is voluntary, free of charge, and is the best way to reduce the risk of serious illness and the spread of COVID-19.

Read more on 1177.se/english

If you have brought a dog or cat with you from Ukraine, you must visit a veterinarian

If you are bringing your dog, cat, or other pet from Ukraine, you must notify customs staff at the border.

If your animal was not checked at the border, you must take the animal to a veterinarian as soon as possible. This is important since Ukraine has several cases of rabies every year, whereas the disease is eradicated in Sweden.

Keep your animal away from other animals and people until a veterinarian has examined your animal.

Contact your veterinarian immediately if your animal has symptoms of rabies, such as:

- changes in behaviour
- paralysis
- difficulty controlling movement.

If you are bitten by a dog or a cat, wash the wound thoroughly and contact your healthcare provider immediately. Call 1177 to get in touch with the nearest healthcare clinic.

Your visit to the vet

Contact the veterinarian in advance, as the animal must not come into contact with other animals or visitors at the clinic. During the visit, the veterinarian will check your animal and any documents about the animal. Your animal may be ID-marked and tested to check the level of antibodies for rabies. The visit is free of charge.

It is important that you follow the decision and instructions you receive from your veterinarian. All measures the veterinarian takes are to protect public and animal health.

You will be allowed to take the animal home again after the examination. The animal may need to be kept isolated where you live for a period of time. If this is relevant for your animal, you will receive information about home isolation. If it is not possible to isolate the animal with you, we will provide the isolation in another location. We will contact you to arrange this.

Read more on jordbruksverket.se/ukraina

Information for adults caring for children fleeing the war in Ukraine

About you

What can you experience?

- You may be more easily irritated than usual. Your mood can vary and quickly go back and forth. You may be very anxious or nervous or depressed.
- You can have repeated and vivid memories of your experiences. These flashbacks can cause reactions in the body, such as the heart beating fast or you sweating.
- You may find it difficult to concentrate and make decisions, or you may feel more confused.
- Your sleeping and eating habits may also be disturbed.

All of these things can affect how you get along with the child or children that you are caring for.

What can you do to help yourself?

- Acknowledge that it is a challenging time, but that you can learn to handle it. You have overcome difficulties earlier in your life.
- Remember that you are a unique person. Use what you can and your resources.
- Allow yourself and your children to mourn the losses you may have experienced.
- Try to be patient with how your feelings change.
- Try to be hopeful and try to have a positive attitude. It can help your children feel hope for the future.
- Support each other and receive help from friends, relatives and the community.
- Take care of yourself as much as possible and try to rest when you can

About your child

What can your child experience?

How children react to stressful experiences can depend on several different things, such as their age, but here are some common reactions in children:

- They may have physical ailments such as headache, stomach ache, loss of appetite.
- They may become frightened and anxious.
- They may have difficulty sleeping, nightmares, night terrors, screaming and shouting.
- Older children may start urinating at night again, be clingy to their parents, cry often, suck on their thumbs, be afraid of being left alone.
- They may become unusually active or aggressive or, conversely, shy, quiet, withdrawn and sad.
- They may have difficulty concentrating.

It is important to remember that it is normal for children to show stress reactions or troublesome behavior after frightening and painful experiences.

What can you do to help your child?

Give care and love

- Promise that you will do everything you can to take care of them and protect them.
- Try to be loving by often hugging and holding your child/children in your hand.

By showing consideration and telling your children that you love them, you calm them down.

Give the child praise

- Try to find opportunities to give praise to your child/children when they have done something good, no matter how small it may seem.
- Try to be patient with your child/children and do not criticize them for how their behavior has changed, e.g. that they cling to you or want to be reassured.
- Encourage your child/children to help and thank them when they do. Children do better and recover faster when they are allowed to help others.

Spend time together

- Pay attention to your child. Be together for a little while.
- Take the time to listen to them and try to understand what they have experienced. Ask how they experience what they have been through and which experience is the most difficult and difficult to handle.
- Do not promise things that you can't keep.
- Be open and try to give the children correct information about what is happening.

Encourage playtime

- Encourage your child to play with you, their siblings or other children. Playtime is important for children to process past and present stress and experiences and to prepare for the future. It helps them to have something normal in their lives.

Stick to routines

- Try to stick to everyday routines, such as bedtimes, as much as you can.
- Encourage children to do schoolwork (reading, math, writing), even if they are not in school.

In Sweden

- It is important to review whether your child/children have had all their vaccines. Talk to the BVC that is in your area and you will get help to vaccinate your child so that it is protected against diseases. It's free and secure.
- In Sweden, parents are not allowed to hit children, not even slap them a little. But it is good to set boundaries, by agreeing on simple rules with the children and talking to them.

Keep in mind that someone may want to take advantage of your situation - be aware of the risks of human trafficking

At times when many people are fleeing an armed conflict, there may be individuals who seem helpful but who want to take advantage of the situation. There may be a risk of human trafficking.

Keep this in mind when someone offers to arrange travel, accommodation or work for you:

- Never hand over your passport, other important documents or your phone.
- Ask people who would like to help you to identify themselves.
- Ensure that you get information about destinations and contact information to those responsible for organising the travel. Document what you find out.
- If possible, inform someone you trust about your whereabouts, where you are going and with whom you are travelling.
- You are entitled to a salary if you work in Sweden. Do not accept offers to work in exchange for somewhere to live, food or other goods.
- Contact the Swedish authorities, register with the Swedish Migration Agency.

Are you under pressure or being subject to violence? There's help available!




















The Swedish police have a non-urgent phone number, +46 77 114 14 00, for all cases that do not concern ongoing or recent crimes and events. You can call this number within Sweden's border or abroad. It is open 24 hours a day, all year around. Respondents speak Swedish and English.

Is the situation urgent? Call 112. It is to the police that you turn to report or provide tips about crimes. Respondents speak Swedish and English. If there is time, they can enlist the help of an interpreter. 112 is a toll-free number.

If you have been a victim of sexual abuse, threats or violence and want advice or support, you can call Kvinnofridslinjen on phone number: +46 20 50 50 50 50. Interpreter assistance can be offered.

Conversation support

Jag vill äta I want to eat	Jag vill dricka I want to drink	Jag vill gå på toaletten I want to go to the toilet	Jag vill sova I want to sleep	Jag är trött I'm tired	Jag behöver hjälp I need help
Jag behöver kläder I need clothes	Jag behöver skor I need shoes	Behöver du något? Do you need anything?		Jag behöver ringa I need to call	Jag behöver en läkare I need a doctor
Jag behöver transport I need transportation	Jag behöver pengar I need money	Ja Yes	Nej No	Vet inte I don't know	Jag behöver en präst I need a priest
Jag förstår inte I don't understand	Jag behöver skriva I need to write	Jag behöver tröst I need comfort	annat other	Jag behöver åka till Migrationsverket I need to go to the Migration Agency	
Jag behöver I need	Jag behöver inte I do not need	mössa hat	jacka jacket	pyjamas pyjamas	byxor trousers
vantar gloves	halsduk scarf	Kläder Clothes		varma kläder warm clothing	väska bag
skor shoes	vinterskor boots	Dam Women	Herr Men	Barn Children	t-shirt t-shirt
bälte belt	underkläder underwear	strumpor socks	Jag behöver mindre I need smaller	Jag behöver större I need bigger	annat Other

<p>Jag har ont i...  It hurts in my...</p>		<p>Jag behöver en läkare  I need a doctor</p>	<p>Jag behöver medicin  I need medicine</p>	<p>Jag känner mig...  I feel...</p>		
<p>huvudet  head</p>	<p>halsen  throat</p>	<p>Hur mår du?  How are you doing?</p>		<p>ledsen  sad</p>	<p>rädd  scared</p>	
<p>tänderna  teeth</p>	<p>foten  foot</p>			<p>Bra  Good</p>	<p>Dåligt  Badly</p>	<p>Vet inte  I don't know</p>
<p>ryggen  back</p>	<p>armen  arm</p>	<p>annat  other</p>	<p>glasögon  glasses</p>	<p>Jag behöver rullstol  I need a wheelchair</p>		

Important telephone numbers

112

The emergency number, 112, should be used in emergencies where there is a danger to life, property, or the environment. All SOS operators speak English and can also call on the services of an interpreter if necessary. You can call the emergency number, 112, at any time.

114 14

Call 114 14 (+46 77 114 14 00) for all police matters that do not concern ongoing or recent crimes and incidents. The operators speak English and are available around the clock.

1177

Call 1177 (+46 771 1177 00) if you or someone close to you becomes ill, and you need to consult a nurse, or if you want help finding the right healthcare. The operators are available around the clock.

+4620-50 50 50

If you have been a victim of sexual abuse, threats or violence and want advice or support, you can call Kvinnofridslinjen on phone number: +46 20 50 50 50. Interpreter assistance can be offered.

You can get help from the authorities



The Migration Agency is responsible for residence permits, and can help you with accommodation if you have applied for a residence permit or asylum. migrationsverket.se/ukraine



The Swedish Board of Agriculture is responsible for ensuring a high level of animal welfare. jordbruksverket.se/petukraine-eng



The Swedish Public Employment Service helps jobseekers find work. arbetsformedlingen.se/other-languages



In Västerbotten County, healthcare is managed by Region Västerbotten. Information about healthcare in Sweden, COVID-19 and vaccination. 1177.se/english



Read more about the risks of human trafficking on the website jamstalldhetsmyndigheten.se/swedish-gender-equality-agency/ukraine



You can always find correct and verified information from the authorities at krisinformation.se.



On the [Informationsverige.se](https://informationsverige.se) website, you'll find information about how Swedish society works when it comes to housing, medical care, pets, schools and work.

The municipality is the local public organization that takes care of school, elderly care, community planning, culture and leisure and more.

The Church of Sweden and help organizations such as Save the Children Sweden and Red cross Sweden offers help and support in many places in Sweden.