



Welcome to Estonia!

Estonia is a safe stopping point for Ukrainian citizens and their family members who have fled here from the war.

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

 dopomoga.ee

 **1247 (+372 600 1247)**

Head aega
Aitäh
Palun
Tere
Minu nimi on...
Tere tulemast!
Mene zvaty...
Laskavo prosimo!
Dobrogo dnia
Bud' laska
Dyakuyu
Dobrych vecher
Tak
Ni
E!

Say hello to the Estonian language!



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, Jõhvi, Narva, or Pärnu. Book an appointment before going to a service point: broneering.politsei.ee.



You can find information that is **important to you from dopomoga.ee or by calling the free helpline 1247 (if you call from a Ukrainian number, dial +372-600-1247)**.

If necessary, the worker at the helpline will direct you to other authorities who can assist you in specific matters.

You can get emergency social assistance from the local municipality (KOV) of your place of stay. If necessary, the Police and Border Guard Board (PPA) and KOV can direct you to state guaranteed housing for applicants of temporary protection.

If you have a question about the legal bases for staying in Estonia, you should turn to the migration counsellor of the Police and Border Guard Board: migrationadvice@politsei.ee or by calling 612 3500, Mon-Fri 9.00-15.00.

For initial support and psychological help, be sure to call the Victim Support Helpline 116-006 (+372-614-7393). Your calls will be answered around-the-clock, in English, Russian, or Estonian.

In case of any concerns, children and parents can call the Child Helpline 116-111 (+372-600-4434). Your calls will be answered around-the-clock, in English, Russian, or Estonian.

Place of stay

Registration of residence



After receiving temporary protection and a residence permit, you must register the data concerning your place of residence in the Estonian population register. Residence information is the basis for applying for various services and benefits: a spot in a kindergarten, free public transport, social assistance, family physician, etc.

Money



Estonia uses the euro; it is not possible to settle in cash using other currencies. You can exchange money into euros only at Tavid currency exchange offices. If you are offered the opportunity to exchange money elsewhere, then you have encountered fraud.

Create an Estonian bank account before you go to work or apply for allowances and benefits. Salary, allowances and benefits are paid to your bank account. In many banks, opening an account is free of charge. More information about opening an account and banks: dopomoga.ee.

When going to a bank, bring an identity document and the decision on temporary protection.

Third country citizens that have come from Ukraine



If you are a **third-country national (you are not a Ukrainian citizen, nor a recipient of international protection in Ukraine), but lived legally in Ukraine and cannot return to your country of citizenship, then:**

- you are guaranteed primary emergency social assistance and medical care;
- you can submit an application for residence permit or international protection to the Police and Border Guard Board.

Temporary protection



Temporary protection is a residence permit that is valid for one year, with which you can obtain the same rights as the residents of Estonia have such as getting a job, obtaining an education, and the right to social services.

Applying for temporary protection is not mandatory.

You can apply for temporary protection at the customer service of the Police and Border Guard Board. Book an appointment in advance: broneering.politsei.ee.

When you go to that appointment, bring your passport, residence permit, birth certificate, marriage certificate and/or other documents attesting to a family event, any other document that proves your identity or stay in Ukraine

The service offices of PPA will explain how and when you will receive your residence permit and the residence permit card.

Health



Health advice can be obtained in English and Russian by calling the **Family Physician's Advice Line 1220** (when calling from a foreign number, dial **+372-634-6630**). If necessary, your call will be redirected to the **emergency number 112**.

If you feel the need to talk to someone and require emotional support, call the Victim Support Hotline at 116-006. Your calls will be answered around-the-clock, in English, Russian, or Estonian.

War refugees from Ukraine are guaranteed emergency medical care and emergency dental care.

You can get an overview of your state of health in the general health check, which is available to Ukrainian war refugees who have arrived in Estonia, free of charge across Estonia: <https://tervisekassa.ee/inimesele/ukraina-sojapogenikele>. During the general health check, you will undergo a medical examination, will be offered free vaccination, and given prescriptions for medicinal products.

You are not automatically covered by health insurance in Estonia. You can apply for health insurance coverage once you have received a residence permit, registered the address of your place of residence in Estonia and meet the conditions for receiving health insurance.

You are entitled to health insurance if your employment contract is longer than one month or if you have been registered as unemployed at the Unemployment Insurance Fund. Children, pregnant women, pensioners, students and other people who have registered the address of their residence in Estonia also have health insurance.

Renewal of residence permits granted under temporary protection

If your residence permit is about to expire, you can renew it **in the self-service environment of the Police and Border Guard Board**. Submit the application for extending your residence permit one to three months before the expiry date of your residence permit.

To submit the application in the self-service environment, you need:

- internet connection
- personal identification number and the details of your residence card.

Please note! To submit an application, **you must go to a service office of the Police and Border Guard Board if:**

- you receive such instructions from the self-service environment;
- your residence permit has expired by the time you apply for extension;

You will receive an extended residence card from a service office of the Police and Border Guard Board of your choice.

For more information on temporary protection, see: dopomoga.ee.

Allowances and benefits



After receiving a residence permit based on temporary protection, you will be entitled to subsistence benefits, family allowances, social benefits, as well as labour market services and labour market benefits. Before applying for a benefit you must register your place of residence in the population register and submit the relevant applications.

As a person covered by health insurance you are able to receive planned general and special medical care, in addition to emergency medical care, on the same basis as local people who have health insurance coverage.

Employment



Once you have received temporary protection, you may begin working immediately.

The Estonian Unemployment Insurance Fund will help you find a job. If you register as unemployed at the Unemployment Insurance Fund, you are entitled to labour market services and benefits. **Helpline of the Unemployment Insurance Fund: +372-777-3000.**

If you go to work, **your employer must pay you at least the minimum wage**, which is EUR 725 in 2023.

Without applying for temporary protection, you have the right to work in Estonia for a short term, i.e., up to one year.

For short term employment, your employer must register you as a short-term employee with the Police and Border Guard Board. If the employer registers your short-term employment, you will also receive an Estonian personal identification code.

The employer must pay a short-term employee EUR 1685 per month (gross). Short-term employment does not entitle you to allowances and benefits, such as family allowances, subsistence benefit, etc.

Read more: <https://tooeu.ee/en/392/ukrainian-war-refugees-and-employment-relations>

To apply for **subsistence benefit**, go to the local municipality of your place of residence. The subsistence level for people living alone and for the first member of the family is €200 per month; and €160 per month for each following family member. The subsistence level for all underage members of a family is €240 per month.

To apply for **family allowances**, contact the Social Insurance Board. Every child is entitled to **child allowance** from birth until the age of 19. If a child is born into a family or a child under three years of age is being raised there, one parent has the right to receive the **parental benefit**.

If necessary, the unemployment benefit is paid to persons of working age who are registered as unemployed, which is EUR 327,05 per month and can be received for up to 9 months. The retirement age in Estonia is 64 years and 3 months. For war refugees who have received temporary protection, the **pension is paid** by the Ukrainian Pension Board. If your pension is lower than the Estonian national pension rate (EUR 336,39), you can apply to the Social Insurance Board to cover the difference.

More information: www.sotsiaalkindlustusamet.ee

Children



If you have children and decide to stay in Estonia, you can apply for a kindergarten or school spot directly from the local government or school. You can also submit an application if you do not yet have a personal identification code, temporary protection, or permanent residence.

Children residing in Estonia are required to attend school **from the age of 7 until they obtain basic education** or until they reach the age of 17.

Learning generally takes place in Estonian, with some basic schools also teaching in Russian.

You can find Ukrainian study materials online that will enable your child to partially continue learning in Ukrainian.

Kindergarten is not mandatory in Estonia.

The local government ensures that all children aged a year and a half to seven, whose parents wish for their children to attend kindergarten, will have that opportunity.

Children **need protection:** from mental and physical violence, injustice, neglect, exploitation, sexual abuse, and other dangers. Report an abused child or the suspicion thereof to the local government, the police by calling 112, or by calling the around-the-clock free Child Helpline 116-111 (+372-600-4434 when calling from a foreign number).

Primary legal aid



General questions related to law are answered by lawyers on the web page juristaitab.ee.

From there you will find support in matters related to the provisions of Estonian legal acts, e.g. regarding, labour law issues, family law, rental disputes, and other such matters. Primary legal aid does not cover matters concerning applicants for international protection or representation in court.

If you need a representative in court, you can apply for state legal aid, which is provided by advocates. Ask a [HUGO.legal](https://hugo.legal) lawyer for advice on obtaining state legal aid.

Free internet access, remote work opportunities, and libraries



- There are more than 500 libraries operating in Estonia where you can **use free Internet (Wi-Fi), computer workstations, print documents, and make copies**. If you wish, you can also work remotely in the library via the Internet and, if you are registered as a reader, borrow publications.

- You can ask the library staff for advice on conducting matters with the Estonian state, and ask for support in using e-services.

- The Tallinn Central Library provides access to Ukrainian-language e-books: keskraamatukogu.overdrive.com.

Leaving Estonia after being granted temporary protection residence permit



If you wish to leave Estonia temporarily:

- you are allowed to travel, including visiting Ukraine, even repeatedly;
- you may stay in another Schengen member state/country for a total of **90 days within half a year** – either in the same country or in several countries. Time spent in Estonia is not included in the 90 days.

Please note! When you leave Estonia temporarily, your residence permit will stay valid and you are allowed to return to Estonia.

If you wish to leave Estonia permanently:

- inform **your local municipality** and the **Police and Border Guard Board** (e-mail ppa@politsei.ee); as **your residence permit has to be terminated** if you leave;
- if you are registered as unemployed and are leaving for Ukraine permanently, please inform your consultant at the Unemployment Fund.
- if you work, reach an agreement with your employer to terminate your employment contract.

Please note!

- If you move to Ukraine permanently, your Estonian residence permit will be revoked.
- If you move to another EU country, you will have to reapply for a residence permit on the basis of temporary protection in the new country.

Adaptation programme



Adaptation course

Recipients of temporary protection in Estonia have to take part in a **compulsory one-day adaptation course** that gives essential information about Estonian state and society as well as setting up everyday life in Estonia. The courses are available in either Ukrainian or Russian language, in face-to-face or online format.

Read more and register: www.settleinestonia.ee/programme/temporary-protection-module.

Please note! Taking the adaptation training is mandatory and it will be checked when the temporary protection residence permit is extended.

Language training

As a recipient of temporary protection status, **you have an obligation to attend a A1-level Estonian language course (100 academic hours)**. The state provides free-of-charge A1 language training in face-to-face and online training format all over Estonia. Read more and register: www.settleinestonia.ee/programme/temporary-protection-lang-module.

If you'd like to develop your Estonian language skills further, you can do so independently in a dedicated language-learning online environment Keeleklikk: www.keeleklikk.ee.

For other opportunities for independent Estonian language learning please see here: integratsioon.ee/en/independent-study-and-materials.

Please note! Taking the language course is mandatory and it will be checked when the temporary protection residence permit is extended.

We strongly advise you not to travel to the Russian Federation – in certain cases, this may lead to the revocation of your residence permit.

The UN Refugee Agency provides information on help for refugees swestprotection@unhcr.org, + 46 101012800 (From Monday to Friday 11:00-13:00 and 15:00-17:00)

From temporary protection to independent living

