

# INFORMATION FOR A WAR REFUGEE FROM UKRAINE

## HOTLINES:

### MIGRATION HOTLINE

+370 5 271 7112  
(from 7.30 to 21.00 every day)  
[www.migracija.lrv.lt](http://www.migracija.lrv.lt)

### ACCOMMODATION HOTLINE

+370 677 22 222  
(24 hours a day)  
[www.stipruskartu.lt](http://www.stipruskartu.lt)

### HUMANITARIAN AID LINE

+370 684 98 688  
(24 hours a day)  
You can also look for help  
through the mobile app:



The latest information is available at: [www.ltua.lt](http://www.ltua.lt)

## IF YOU DON'T HAVE A PLACE TO LIVE

Contact a 24-hour Registration Centre in:

Vilnius (Minties Street 3)  
Kaunas (Vytauto Avenue 79)  
Klaipėda (Paryžiaus Komunos Street 16A)  
Šiauliai (J. Jablonskio Street 16)  
Alytus (Pramonės Street 1B)  
Marijampolė (Parko Street 9)

You will get there:

- registration
- information
- temporary accommodation
- 3-day food package and essential medical aid

## RESIDENCE PERMIT

After the registration, you will be able to get a permit of temporary residence in Lithuania or a national visa, subject to fast-track procedure.

## WORK IN LITHUANIA

Register and ask questions at the Employment Service, tel.: **1883**, **+370 66 11 0885** or email: **info@uzt.lt**, also:

+370 658 26 755 Vilnius  
+370 374 09 882 Kaunas  
+370 658 24 346 Klaipėda  
+370 616 46 608 Šiauliai  
+370 610 38 727 Panevėžys  
+370 672 98 949 Alytus  
+370 607 54955 Marijampolė  
+370 672 28 204 Jonava

For more information, visit: [www.uzt.lt/ua/](http://www.uzt.lt/ua/)

## IF YOU HAVE A PLACE TO LIVE

Register at the Migration Department.  
Opening hours. I-IV 07.30-16.30, and V  
07.30-15.15:

Vilnius (Minties Street 3)  
Kaunas (Vytauto Avenue 79)  
Klaipėda (Paryžiaus Komunos Street 16A)  
Šiauliai (J. Jablonskio Street 16)  
Panevėžys (K. Binkio Street 14)  
Alytus (Jotvingių Street 8)  
Marijampolė (Parko Street 9)  
Utena (Maironio Street 4) (I-IV 08.00-17.00,  
V 08-15.45)  
Telšiai (Žemaitės Street 34)  
Tauragė (Stoties Street 15)  
Visaginas (Veteranų Street 13) (I-IV 08.00-17.00,  
V 8.00-15.45)

## HEALTH SERVICES

After the registration, you will be able to get free health services at a medical establishment of the municipality where you are registered.  
Contact information:

- information on health services tel.: **+370 5 232 2222**
- emergency medical aid tel.: **112**
- vaccination against COVID-19 tel.: **1808**, if you call from a non-Lithuanian number, dial: **+370 66 01 1808**

For more information, please visit:  
[www.ligoniukasa.lrv.lt/en/](http://www.ligoniukasa.lrv.lt/en/)

## FREE PSYCHOLOGICAL SUPPORT

Emotional support in Russian:  
• 1809, or +370 664 65 792  
I-V 18.00-21.00; VI-VII 12.00-15.00  
Video consultations of psychologists in Russian and Ukrainian:  
[www.manodaktaras.lt/slava-ukraini](http://www.manodaktaras.lt/slava-ukraini)

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## MATERIAL AID (THINGS)

If you need essential items, clothes, hygiene products, please contact:

- Caritas Lithuania: [www.caritas.lt](http://www.caritas.lt)
- Lithuanian Red Cross (also in the case of disrupted ties with the family in Ukraine): [www.redcross.lt](http://www.redcross.lt)
- Order of Malta Helpdesk: [www.maltieciai.lt](http://www.maltieciai.lt)
- Save the children: [www.gelbektivaikus.lt](http://www.gelbektivaikus.lt)

These organisations can help you get essential services, such as finding school for children, finding a job, etc.

### HUMANITARIAN AID LINE

+370 684 98 688 (24 hours a day)

## CHILD CARE

If you come with a child deprived of parental care and would like to become their guardian, please tell the registration centre about it. You will be then contacted by child rights protection services.

For more information, please visit:  
[www.vaikoteises.lt/pagalba-ukrainai/](http://www.vaikoteises.lt/pagalba-ukrainai/)  
[info@vaikoteises.lt](mailto:info@vaikoteises.lt)

## SCHOOL/LEARNING

• To have your child enrolled in school - contact the Reception Desk of the municipality where you are staying

- Study in Lithuania: [www.studyin.lt](http://www.studyin.lt)

You will find more information and contacts of education coordinators at: [www.smsm.lrv.lt/en/](http://www.smsm.lrv.lt/en/)

## FOOD AID

For food, please contact Maisto bankas (Food Bank).

For more information, please visit:  
[www.maistobankas.lt/ukraina/](http://www.maistobankas.lt/ukraina/)

## SOCIAL SERVICES

Once you are granted temporary protection, you will be entitled to social support. You will have to contact the municipality where you live.

For more information, please visit:  
[www.socmin.lrv.lt](http://www.socmin.lrv.lt)

## CULTURAL ACTIVITY AND LEISURE

Free of charge visit to:

- libraries, where you will find computers with internet, also leisure spaces, etc.
- national and state museums
- cultural centres
- most performing arts institutions

For more information, please visit:  
[www.lrkm.lrv.lt](http://www.lrkm.lrv.lt)

## OTHER

Free of charge:

- travelling by train in Lithuania or by public transport in Vilnius. You will have to show your identity document
- opening of a bank account