

Information for refugees fleeing Ukraine

Flyer for Ukrainian nationals and persons who have been granted protection in Ukraine, and their family members, who received temporary protection in Belgium due to the conflict.

Welcome to Belgium!

You have been given **temporary protection** in Belgium. This protection is 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.

! After you arrive at your place of residence, please make an appointment with the municipality to apply for your A Card. Once the application is completed, you will have access to work and social rights (social support, school, etc.).



Housing

Do you already have a place of residence?

We recommend that when possible you stay with **family, friends, or acquaintances** in our country. If you already have a residence in Belgium, we recommend you stay there for the time being. If you have to leave your place of residence, contact the municipality where you are staying. They will work with you to find a solution.

Don't yet have a place of residence?

We will refer you to a **reception place in a Belgian municipality** or city. It can be a group accommodation, a room in a private home, and so on.

- **You cannot choose your reception place, but we try to take into account the needs of your family, your social network in Belgium, the languages you speak, and your health.**

If you have not received a place to stay (reception place) 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 accommodation in a municipality in Belgium.



Transport to your reception place

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 reception place, a contact person, and phone number.
- An explanation of how to use public transport.
- Tickets for the train/tram/bus/metro.

- **Your contact person in the municipality is expecting you on the day. Please do not hesitate to ask for help if you cannot find the place.**
- **Call your contact person if you have any problems on the way.**

What you should know about your reception place

Your stay at the reception place 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.

Your stay is free. The municipality or a host family offers the reception place. You do not have to pay for this. After a while, the municipality may charge a fee.

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 family. 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 in the reception place.

Problems at the reception place?

You are not obliged to stay at the reception place. If you have any problems, immediately contact the municipality where you are staying. They will work with you to find a solution.

Sexual or economic exploitation is punishable in Belgium.

Your host has no right to impose acts (sexual or otherwise) against your will. The host family cannot ask you to work for them 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 (Antwerp), www.pag-asa.be (Brussels), 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 (doctor), dentist, or other health care provider for all non-urgent medical care.

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 contacts



www.info-ukraine.be

Information number: +32 (02) 488 88 88

Emergency numbers: 101 (police) or 112 (fire brigade/ambulance)

Municipality

Municipality contact person