

HELP DESK

For the support of displaced persons from Ukraine

Frequently asked questions

1. **“How can I get health care before I receive temporary protection?”**
 - Until you receive temporary protection status, you will be accepted into **public** hospitals, treatment centres and clinics in Greece, provided you are being admitted on an emergency basis for hospitalisation or childbirth.
2. **“My spouse has a third country passport. Can he/she come with us? Will he/she receive temporary protection?”**
 - Temporary protection status applies to Ukrainian nationals residing in Ukraine who have been displaced after the 24th of February 2022, as well as their family members, provided that the family existed in Ukraine before the displacement, regardless of whether any of these members is a third-country national and regardless of whether this member could return to his/her country of origin under safe and stable conditions.
3. **“Can someone come from Georgia and not through Promachonas?”**
 - Holders of a Ukrainian passport with biometric features may enter from all entry points (land and air). Holders of a Ukrainian passport without biometric features (old type) may enter from all entry points, but a transit visa is required.
4. **“Can I travel with an expired passport?”**
 - To enter Greece, Ukrainian citizens who do not carry travel documents, or carry an expired passport, may only enter the country from the **Passport Control Department in Promachonas** (Greek-Bulgarian border), (tel. 0030-23230 41079) where you will be issued a relevant document by the Ukrainian Embassy staff.
5. **“Is there any time limit for my stay in Greece?”**
 - The maximum duration of stay from your crossing the land or air borders (the Greek Police will stamp your passport with the date of entry) is 90 days (15 days, with the right to renew for another 75 days). However, within this period, you have the right to apply for a temporary protection status of one (1) year, which gives you the right to access the labour market and health care, in accordance with Directive 2001/55 of the Council of the European Union, which was incorporated into Greek legislation by Presidential Decree 80/2006. The points where the Asylum Service of the Ministry of Migration and Asylum will receive your applications and grant you this status shall be announced in the coming days.
6. **“I want to offer clothes and accommodate refugees.”**
 - You can register your interest in offering assistance to displaced persons from Ukraine by filling in the special form available at the link <https://migration.gov.gr/helpukraine/> of the Ministry of Migration and Asylum.

7. "I have a serious illness and need to access treatments within 90 days. Am I covered by temporary protection or do I have to do something else, e.g., register with the Asylum Service to get a card? Where should I go?"

- Temporary protection status ensures you have full access to healthcare. The status will be granted to you within the 90-day period, and information on the contact points of the Asylum Service for this purpose will be announced in a few days.

8. "Does the Asylum Service pick up refugees from entry points?"

- No. The Greek authorities do not undertake the transfer of displaced persons from the border entry points.

9. "Can an application for temporary protection from Ukraine be filed before the person enters Greece?"

- No. The application and granting of temporary protection status is made only after entering Greece, exclusively by the individual concerned in person and not through a representative or proxy.

10. "With what documents can I come to Greece with my children if I only have an identity card and no passport?"

- Ukrainian citizens who do not carry travel documents can only enter the country through the **Passport Control Department of Promachonas**, (Greek-Bulgarian Border). There, you will be issued a document by the Ukrainian Embassy staff. If you have your children with you, you will need to show a certificate of marital status or a birth certificate. If you are not in possession of either of these documents, you will have to fill in and submit a solemn declaration stating the number of children, their first name, surname, gender and date of birth.

11. "Is it possible to integrate children from Ukraine into schools in Greece and if so, what are the procedures?"

- Yes. Access to the public education system is free for children. Enrolment is done directly at the school in the region where you will reside.

12. "We entered Greece but we want to have a family reunification. Can you help us?"

- Temporary protection status is granted to each EU Member State separately. Therefore, the status granted to you in Greece only applies to the family members entering with you and is not a residence permit in another EU Member State, regardless of whether you have a relative there.

13. "Am I entitled to accommodation?"

- Until the process of issuing travel documents is completed, where required, there is the possibility of short-term accommodation in the open structure of Sintiki for those who wish so.

After the completion of the above procedure, those who wish to be accommodated for a longer period of time may submit a request to: ukraine@migration.gov.gr.

The Ministry of Migration and Asylum will provide you with accommodation and food in its accommodation structures immediately. In order to facilitate and speed up your accommodation procedure, please list the number of

family members, their names, gender and age, as well as any vulnerabilities (serious illness, disability, pregnancy) in your request.

14. "What is the procedure for obtaining permission for children (nephews) from Ukraine to stay in Greece as long as necessary, with the parents remaining in Ukraine?"

- If the children enter the country as unaccompanied minors, then the National Mechanism for Identification and Protection of Unaccompanied Minors of the Ministry of Migration and Asylum is activated to transfer them to special emergency accommodation facilities; thereafter, the prescribed procedure of identification (if necessary) and guardianship is followed. For more information you can call 0030 2132128888 (24-hour line), or send an e-mail to ssuam.tracing@migration.gov.gr.

15. "How do I start/complete the COVID vaccination?"

- You are entitled to start and/or complete your vaccination free of charge at any vaccination centre in the country once you have received the special temporary protection card issued by the Asylum Service, on which your AMKA (Social Security Number) will be recorded.

16. "At which temporary protection points can an appointment be made? What is the procedure?"

- The points where you may contact the Asylum Service and the procedure for making an appointment will be announced in the coming days.

17. "What does one have to do in order to stay permanently in Greece?"

- On the Ministry of Migration and Asylum website you can find information on the categories of residence permits for third country nationals, as well as the documentation required (<https://migration.gov.gr/migration-policy/metanasteusi-stin-ellada/katigories-adeion-diamonis-politon-triton-choron-dikaiologitika%e2%80%8b/>). After your entry into Greece, the temporary protection status that you will be awarded, according to the required conditions, covers your legal stay in the country automatically for at least one year.

18. "I reside in the European Union and I want to come to Greece, what is the procedure to obtain temporary protection?"

- Temporary protection status is granted to each EU Member State separately. If you currently are or reside in another Member State, **you will be granted status there.**

19. "I am travelling with my pet. Will I have problems entering Greece?"

- The Greek authorities will ensure that every possible facilitation is provided for the safe entry of your pets into the country. It would be useful to show the animal's health booklet.