



Welcome to Greece  
**SERVICES  
GUIDE**  
for Ukrainians and  
Third Country Nationals  
fleeing Ukraine



Funded by  
the European Union



**IOM**  
UN MIGRATION

This document reflects services currently provided. It is likely some of those will not to be available in the future due to some projects' termination.

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Fleeing your home country is never easy. We will provide you with help and guidance during your stay in Greece.

Below you will find important information that you need to know upon your arrival.

We wish this information will be helpfull for you!



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# UNIT 1: REGISTRATION FOR BENEFICIARIES OF TEMPORARY PROTECTION

**Do you need temporary protection status in Greece?**

*A temporary protection card is issued on the day of the full registration after confirmation of personal data and date of displacement. Social Security Number (AMKA) and Tax Identification Number (ΑΦΜ) are issued together with the card.*

## Ministry of Migration and Asylum

Ukrainian nationals residing in Ukraine and third-country nationals or stateless persons enjoying protection in Ukraine and their family members may apply for temporary protection in Greece.

**email:** [ukraine@migration.gov.gr](mailto:ukraine@migration.gov.gr)  
for general issues (e.g. needs, questions, etc.),  
[tp-support@migration.gov.gr](mailto:tp-support@migration.gov.gr)  
for issues related to registration appointments and  
resident permits of temporary protection

**Address:** Thivon Avenue 196-198,  
Ag. Ioannis Rentis, 18233, Athens

To learn  
more scan  
(EN, GR)



To learn  
more scan  
(UKR)



## Embassy of Ukraine to the Hellenic Republic

**Phone:** (+30) 210 680 0230 Monday-Friday, 10:00-13:00

**email:** [emb\\_gr@mfa.gov.ua](mailto:emb_gr@mfa.gov.ua)

**Address:** Stephanou Delta 2, 15237, Filothei Athens

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more scan  
(UKR, EN, GR)



## Consulate Unit of the Embassy of Ukraine in Greece

**Phone:** (+30) 210 685 6172, Monday-Friday, 09:00-13:00

**email:** [consul\\_gr@mfa.gov.ua](mailto:consul_gr@mfa.gov.ua)

**Address:** Stephanou Delta 2, 15237, Filothei Athens

# UNIT 2: ADMINISTRATION SERVICES

**For cases that you need to complete administration matters**

## Gov.gr

You can access public services and receive or submit your application for public documents online without physically meeting the largest percentage of public services. TaxisNet codes, tax identification number (ΑΦΜ) and ΑΜΚΑ/ ΠΑΑΥΠΑ (Provisional Insurance and Health Care Number) are necessary to access state services.

To learn more scan (EN/GR)



## Citizens' Service Centres (ΚΕΠ)

You may physically address any administrative request, for example birth certificate, criminal record copy, birth certificate or death certificate etc.

To learn more scan (GR)



## MyKEPlive

You can book an online appointment on myKEPlive so as to be served by an employee of the Citizens' Service Centres (ΚΕΠ) via video conference to process your case or to simply get administrative information. The following services are provided: services for citizens, services for businesses.

To learn more scan (GR/EN)



## Taxis.net

Online access to tax services and many other public administration services. It is important to obtain first Tax Identification Number (ΑΦΜ) in order to be able to receive codes to connect via Taxis.net and its services.

To learn more scan (GR/EN)



## Community Centers

You may find a Community Center in your municipality which can liaise you with all agencies, services and programs for social care of any kind, at the level of Municipality, Region or territory. The Community Centers provide advisory support services on issues such as social benefits, approaching the local market for finding a job, creating opportunities for young people to start their professional life, problems of domestic violence or family disharmony, legal issues, finding out support for children and adolescents, organization of local events with educational, informative and social content.

To learn more scan (GR)



## Greek Organization of Welfare Benefits and Social Solidarity (ΟΠΕΚΑ)

You can access the National Welfare System and check the Information about the various benefits.

**Phone:** (+30) 213 151 9300

To learn more scan (GR)





# UNIT 3: GENERAL INFORMATION ON OTHER SERVICES

Where to find more General Information about Greece and Services

## UNHCR, the UN Refugee Agency

Information and support for asylum-seekers and refugees.

**Phone:** (+30) 216 200 7800, Monday-Friday, 09:00-17:00  
(+30) 211 234 7078, WhatsApp

**email:** [great@unhcr.org](mailto:great@unhcr.org)

To learn more scan (UKR/EN/GR)



## REFUGEE.INFO GREECE

Information and services about rights, health care, education, work and procedures for refugees in Greece.

**Phone:** (+30) 694 552 6320, WhatsApp

To learn more scan (UKR/EN)



## METAdrasi

Quality interpretation services to all main problems related to the reception and integration of Beneficiaries of Temporary Protection in Greece.

**Phone:** (+30) 214 100 8700,  
(+30) 2314 070 433

**email:** [info@metadrasi.org](mailto:info@metadrasi.org),  
[hospitals@metadrasi.org](mailto:hospitals@metadrasi.org)

**Address:** 25 Martiou 7,  
Tavros, 17778, Athens  
Aisopou 2-8, Thessaloniki, 54627

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To learn more scan (EN/GR)



To learn more scan (EN/GR)



# UNIT 4: ACCOMMODATION

## Accommodation Solutions

### Application for accommodation

The Ministry of Migration and Asylum will provide you with accommodation immediately, in accommodation structures already available, when you submit your request to the link.

To learn more scan (UKR/EN/GR)



### HELIOS Project - Accommodation

HELIOS beneficiaries have quick access to available properties whose owners are interested in leasing their apartment directly to them. The site provides key information on each apartments, including photos, and information on its location, size, and monthly rental costs. You may find more info for available apartments to [heliosspiti.gr](http://heliosspiti.gr)

**Phone:** (+30) 690 986 8980

WhatsApp/Telegram,  
Monday-Friday, 09:00-15:00

**email:** [iom\\_helios\\_info@iom.int](mailto:iom_helios_info@iom.int)

To learn more scan (EN)



To learn more scan (EN/GR)



To learn more scan (EN/GR)



You can search and rent private accommodation through the private market through real estate and rental house online platforms in different websites.



# UNIT 5: MEDICAL CARE

Do you need access to Medical Care?

## National Health System

All Beneficiaries of Temporary Protection who entered the country after February 24, 2022, can access hospitals/medical health care services without insurance until their temporary protection status is issued.

Scan to find  
list of Hospitals  
(GR)



To learn  
more scan  
(GR)



## National Organization for Health Care Services Provision (ΕΟΠΥΥ)

This includes private pharmacies, after the prescription of the doctors according to the existing provisions.

To learn  
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(GR)



## Medical Centers of IKA

**Hotline:** 14900 Available 24/7 for appointments

## Local Medical Centers (T.O.M.Y)

You can be registered in your municipality's local medical center for being able to receive primary medical care. You may also find more info and online services through e-prescriptions: <https://www.e-syntagografisi.gr/p-rv/p>

To learn  
more scan  
(GR)



## The National Organization of Public Health (EOΔΥ) - Council Center for HIV/AIDS

EODY operates a phone line through which you may access medical information, such as where to be tested, which Hospitals can provide PEP (Post Exposure Prophylaxis) and other information.

**email:** [info@eody.gov.gr](mailto:info@eody.gov.gr)

To learn more scan (GR/EN)



## Doctors of the World Greece (MDM)

Doctors of the World Greece, has a long history in providing healthcare to refugees and other vulnerable communities such as unaccompanied minors and drug users.

### Athens

**Phone:** (+30) 210 321 3150, (+30) 210 323 6222

**email:** [info@mdmgreece.gr](mailto:info@mdmgreece.gr)

### Thessaloniki

**Phone:** (+30) 2310 566 641

**email:** [thessaloniki@mdmgreece.gr](mailto:thessaloniki@mdmgreece.gr)

### Kavala

**Phone:** (+30) 2510 227 224

**email:** [kavala@mdmgreece.gr](mailto:kavala@mdmgreece.gr)

To learn more scan (EN/GR)



## Médecins Sans Frontières (MSF)

MSF is currently active in several locations across Greece. They provide medical, Mental Health Services and other health promotion and awareness activities. In addition, they operate Mobile Clinics in East Attica and Central Greece.

**Phone:** (+30) 210 520 0500

**email:** [info@msf.gr](mailto:info@msf.gr)

**Address:** Xenias 15, Athens, 11527

To learn more scan (EN/GR)



## Refcheckpoint.gr

Prevention & Testing Center for Refugees and Immigrants. Fast, anonymous and cost-free HIV and Hepatitis B and C testing

**Phone:** (+30) 210 324 3133

**email:** [info@refcheckpoint.gr](mailto:info@refcheckpoint.gr)

**Address:** Michail Voda 200, Athens, 10446

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# UNIT 6: MENTAL HEALTH

Do you need psychosocial support?

## MESUR (Mental Health Support for Ukrainian Refugees) by EPAPSY

The main aim of the program is to improve the mental health and psychological well-being of migrants and refugees, with a particular focus on people who have fled Ukraine due to the war. The main objective of the program is to translate the online self-help tool and website iFightDepression into Ukrainian and Russian and distribute them to displaced people from Ukraine.

To learn more scan (UKR/EN/GR/RU)



## Association for Regional Development and Mental Health (ΕΠΑΨΥ)

Provides holistic Psychosocial Care to the community, which is accessible to all everywhere, aiming at the early treatment of mental disorders, the prevention of suicidality and psychosocial reintegration and rehabilitation.

**Phone:** (+30) 210 805 6920, Monday-Friday, 09:00-17:00

**email:** grammateia@epapsy.grg

**Address:** Salaminos 36, Marousi, 15124

To learn more scan (EN/GR)



## BABEL – Mental Health Unit for Immigrants

Babel Day Centre provides mental health service to migrants (individuals, families, children, adolescents and groups) in Athens. Emphasis is given to a customized approach and an individual treatment plan. Operation responsibility of Babel Day Centre is under Syn-eirmos Social Solidarity NGO (www.syn-eirmos.gr).

**Phone:** (+30) 210 861 6280, (+30) 210 861 6266

**email:** babel@syn-eirmos.gr

**Address:** Ioannou Drosopoulou 72, Athens, 11257

To learn more scan (EN/GR)



## CPW “Community Based Intervention for Mental Health”

The Project is implemented by EPAPSY in coordination with UNCHR. This intervention lies on the provision of mental health support services by refugees/asylum seekers to other refugees/asylum seekers, under the training and supervision of experienced professionals. Initial assessment and determination of the needs, provide emotional support through active and empathetic listening, provide training in coping strategies for everyday problems, refer the incidents to and liaise with specialized support centers and assist in the empowerment and social inclusion of their peers. Available in Ukrainian.

To learn more scan (EN/GR)



## Pregnancy Support Hotline - Perinatal Mental Health Helpline (Φαιναρέτη)

Pregnant Women, mothers and fathers can receive support and information in the following contacts.

**Phone:** (+30) 210 931 9054

**email:** info@fainareti.gr

**Address:** Korai 2 & Omirou,  
1st Floor, Nea Smyrni, 17121

To learn more scan (EN/GR)



## Hellenic Center for Mental Health and Research (E.K.E.Ψ.Y.E.)

Provides specialized clinical Mental Health Services for children, adolescents and adults.

Find the available Services all across Greece.

**Phone:** (+30) 210 821 3300, (+30) 210 821 2944

**email:** hcmhrsm@otenet.gr, info@ekepsye.gr

**Address:** Metsovou 33 & Notara, 10683

To learn  
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(EN/GR)



## Klimaka - “Iolaos” Day Center for refugees & asylum seekers with mental disorders

The program consists of two complementary mental health structures:

The “IOLAOS” Day Center and the Psychosocial Rehabilitation Unit -

“IOLAOS” Hostel. The Day Center provides a range of services to refugees with mental disorders and serious psychosocial problems, with the ultimate goal of improving their mental health.

It is staffed by an interdisciplinary team of mental health professionals and two interpreters.

**Phone:** (+30) 210 341 7160-2

**email:** iolaos@klimaka.org.gr

**Address:** Dekelion 50, Athens, 11854

To learn  
more scan  
(EN/GR)



## Klimaka - Day Center for Suicide Prevention

Day Center for Suicide Prevention. Arrange meeting at the office in Athens after communication.

**Phone:** (+30) 210 341 7162-3

**Hotline:** 1018

**email:** help@suicide-help.gr

**Address:** Eumolpidon 30-32, Kerameikos, Athens, 11854

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# UNIT 7: EDUCATION

**Do you need information about the educational system in Greece and how to enroll?**

## Ministry of Education and Sports

Education in Greece is compulsory for all children 6 to 15 years old. The Greek educational system is divided into three levels, namely primary, secondary and tertiary, with an additional post-secondary level providing vocational training.

To learn more scan (EN/GR)



## Parents' basic guide to Greek schools

The guide provides detailed practical information for schooling in Greece.

To learn more scan (EN/GR)



## MinEdu - Ukrainian Education Community

Initiatives to support the Ukrainian education community. Available information for the inclusion of students to the Greek educational system.

To learn more scan (GR)



## Do your children have to already speak Greek to go to school?

No. They will learn Greek at school. In many schools throughout Greece there are “reception classes” to support language learning. There, children who do not speak Greek as a first language receive additional hours of learning Greek and then join the class with other children based on their age.

## Do you need school programs for children 6 months to 5 years old?

### Nursery school & pre-primary school in Greece

The children in Greece aged 6 months to 4 years old can attend nursery school & pre-primary school, which are not compulsory and are under the Municipalities administration. Each municipality applies specific regulations and guidelines on the registration procedure, and in most municipalities, the children have to go to kindergarten at the age of 4. You can check online the page of the municipality you live to find more information. Pre-primary school (kindergarten) is compulsory after the age of 4 years old. The registration period begins in mid-May and until the end of May.

To learn more scan (GR)



## Do you need school programs for kids 6 to 15 years old?

### Primary school & Junior high school

In Greece, public primary school (“Dimotiko” in Greek) and junior high school (“Gymnasio” in Greek) are free and open to everyone. Greece provides for free your child’s books but does not pay for school supplies such as pencils, notebooks, or transportation to school.

You can enrol your children in:

- Primary school if they are 6 to 12 years old.
- Junior high school if they are 12 to 15 years old.

Children who completed primary school during the previous school year will be automatically registered with the nearest junior high school.

## Do you need school programs for kids 15 to 18 years old?

School options for kids 15 to 18 in Greece are either lyceums (the Greek term for high schools) or “EPAL” (the Greek name for vocational high schools). Greek high schools host special reception classes for refugees ages 15 to 18. Reception classes are core-curriculum classes designed for children who are learning Greek as a foreign language. Students focus on the Greek language.

## How to enroll in public High Schools?

The enrollment process also varies from school to school. Applications for enrollment are made online in the Ministry of Education web platform in May - June and again at the beginning of September.

To learn  
more scan  
(GR)



## Do you need School options for beneficiaries of temporary protection over 15 years old?

The choices of an adolescent and a young adult are various. They can be found in secondary and post-secondary education and tertiary for those who want to continue their studies at a university level. The level of Greek needed for the schools is intermediate (b2) since the teaching language is Greek. In some schools, there are reception classes for beneficiaries of temporary protection, refugees, and migrants where they focus on teaching the Greek language to accelerate the learning rate of the language and continue their classes at school smoothly.

### Secondary education

#### **General high school** (morning or evening)

The graduates receive a high school diploma. High school has 3 classes and is for students 15 years and older.

#### **Vocational high school** (morning or evening)

The graduates receive a vocational High school diploma. Vocational high schools have 3 classes for students 15-18 years old. After graduation, they can directly integrate into the labour market or continue to the apprenticeship class for 1 year and have a higher diploma (level 5).

### **Vocational Schools by Public Employment Services**

- PEPAS (Experimental Vocational Apprenticeship School) - 2 years / <18 years old / good command of Greek plus 1 foreign language Eng-Fr-Ger (level B2) / There are 7 schools in Greece (Athens, Thessaloniki, Kerkira, Crete, Mytiline, Patra and Rhodes).
- EPAS Vocational Training Schools since 1952 / 51 schools in Greece

To learn  
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### **Vocational Training Schools (VET)** (started operating in 2022)

They provide post-middle school vocational education and training and are an option for middle school graduates. The study period is two years, with theoretical training and practical training or a “Workplace learning program”.

### **Second chance schools**

The “Second Chance Schools” are public schools for adults in the field of Lifelong Learning. They are aimed at citizens aged 18 and over who have not completed nine years of compulsory education. Courses are taught in Greek.  
email: sde@inedivim.gr

To learn  
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(EN/GR)



## Post-secondary education | If you are 18+

### **Public institutes of vocational training (ΔIEK)**

For High school graduates (High School certificate is required). There is no age limit and no tuition fees. The study period is 5 semesters (2,5 years) - 4 semesters for theoretical courses and 1 for internship in real working environments.

To learn more scan (GR)



### **Apprenticeship Class of Vocational High School – Post-Graduate Class**

Post-secondary school year - EPAL apprenticeship class  
This title belongs to the post-secondary vocational education of the system of formal education. It covers a range of numerous professional specialties.

To learn more scan (GR)



### **Tours Guide School of Ministry of Tourism**

The duration of study is 4 academic semesters (2 years).  
Registration qualifications: At least a high school diploma and proved excellent knowledge (C2) of at least two foreign languages (in addition to the Greek language). There is no age limit, and the studies are free of tuition fees.

To learn more scan (GR)



## Do you need language courses for Greek or English?

### Non Formal Education

#### HELIOS Education - Integration Learning Centers (ILCs)

HELIOS Integration Learning Centers, Greek language courses

**Phone:** (+30) 690 986 8980 WhatsApp/Telegram

**email:** iom\_helios\_info@iom.int

#### Solidarity Now

SolidarityNow as an implementing partner of IOM, that provides through HELIOS Project Greek language and soft skills courses to the participants, with the aim of empowering them by providing them with the knowledge and skills needed to live in Greece and integrate more easily into the local community.

##### Athens

**Phone:** (+30) 210 823 3651, (+30) 693 276 4979

**email:** athens@solidaritynow.org

**Address:** Epirou 11, Athens, 10433

##### Thessaloniki

**Phone:** (+30) 2310 555 266, (+30) 693 606 1933

**email:** thebluecenter@solidaritynow.org

**Address:** I. Koletti 25D, Thessaloniki, 54027

##### Ioannina

**Phone:** (+30) 2651 077 380, (+30) 693 224 5622

**email:** thebluecenter@solidaritynow.org

**Address:** Archiepiskou Makariou 11 (Kepavi), 45221

## Metadrasi - “Entaxei”

“Entaxei” is an online multilingual support tool for children and teenagers who speak Ukrainian or Russian and have little or no familiarity with the Greek language. Its purpose is to help cover basic communication needs during the first period of their stay in Greece and their first steps in Greek school.

To learn  
more scan  
(EN/GR)



## Free language learning apps

**Duolingo** can teach you many languages’ basic grammar and vocabulary.

**Memrise** is another language-learning website and app that can help you with vocabulary especially. It uses community-generated content.



# UNIT 8: WORK AND EMPLOYMENT

## Do you need unemployment card in Greece?

You may find more info for your unemployment card issuance here:

### Public Employment Service - Δ.Υ.Π.Α

The Labor Employment Agency issues all unemployment cards for those who can work but do not have a job. An unemployment card gives you access to:

- Free public transport in the two main cities of Athens and Thessaloniki
- Free access to museums and cultural centers
- Discounts on mobile services, utility bills, cafes and fast-food chains
- Professional Training
- Other benefits including discounts on your electricity bill

To learn more scan (EN)



To apply scan (EN/GR)



## Do you need a job or training?

### Public Employment Service - Δ.Υ.Π.Α.

Government services whose purpose is to strengthen employment and combat unemployment, care for the unemployed, and especially those who belong to vulnerable social groups, through policies such as insurance against unemployment, assistance in the search for jobs, facilitation of integration or reintegration into the labor market and training.

**Phone:** 1555 - free of charge 24/7

To learn more scan (EN)



To learn more scan (GR)



### Helios Employability

Beneficiaries enrolled in HELIOS Project have the opportunity to receive Employability Support through job counselling sessions and other employability related activities.



## Adama Job Center

The Adama Job Center is an online job-matching platform developed by Catholic Relief Services (CRS) in partnership with UNHCR, the UN Refugee Agency.

**Phone:** (+30) 694 526 7788, Monday-Friday, 09:00-17:00

**email:** adama.technicalsupport@crs.org

To learn  
more scan  
(GR)



## IRC Career and Self-Employment Counselling

The International Rescue Committee (IRC Hellas) provides employment counselling services for the labor market integration of refugees, asylum seekers, migrants, and vulnerable groups in the city of Athens

**Phone:** (+30) 694 725 0695, (WhatsApp number),  
Monday-Thursday, 10:00-17:00

**email:** livelihoods.ath@rescue.org

## SolidarityNow

Support to find employment can be provided by SolidarityNow Centers.

### Athens Solidarity Center

**Phone:** (+30) 210 822 0883 **email:** athens@solidaritynow.org

**Address:** Domokou 2, (opposite Athens Railway Station, 2nd floor), Athens

### Thessaloniki Solidarity Center

**Phone:** (+30) 2310 501 030, (+30) 2310 501 040

**email:** thessaloniki@solidaritynow.org

**Address:** Ptolemaion 29A, Thessaloniki

### Blue Refugee Center

**Phone:** (+30) 2310 555 263, (+30) 2310 555 264

**email:** thebluecenter@solidaritynow.org

**Address:** Ioanni Koletti 25D, Thessaloniki

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(EN/GR)



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(EN/GR)



# UNIT 9: INTEGRATION

Do you need help with your integration into Greek society?

## Migrant Integration Centers (KEM)

Provide information, service, and counselling to third-country nationals with regards to social integration and social networking issues.

To learn more scan (UKR/EN/GR)



## Athens Coordination Center for Migrant and Refugee issues - ACCMR

Search for services and programs for refugees, migrants and vulnerable groups in the City of Athens.

**Phone:** (+30) 210 363 8625

**email:** contact@accmr.gr

**Address:** Agiou Isidorou 4, Athens, 11471

To learn more scan (EN/GR)



## Migrant and Refugee Integration Councils (ΣΕΜΠ)

The Migrant Integration Councils conduct activities that enable civic participation.

To learn more scan (EN/GR)



## HELIOS Project – Integration

You can reach Helios Helpline on the following Telegram / WhatsApp numbers from 9am-3pm Monday to Friday; you can also reach the numbers at a different time and leave a message.

**Phone:** (+30) 690 986 8980 WhatsApp/Telegram

**email:** iom\_helios\_info@iom.int

To learn more scan (EN/GR)



To learn more scan (EN/GR)



Do you need to connect with people from your country?

## HELP UKRAINE GR

Coordination Committee of Ukrainian Communities in Greece. The leaflet includes all links for different kind of associations/groups and supportive networks for Ukrainians.

To learn more scan (EN/GR)



## Ukrainian Women in Greece

**email:** ukr.women.gr@gmail.com

**Address:** Leof. Evelpidon 62, Vari, 16673

To learn more scan (EN/UKR)



To learn more scan (EN)



## “United Ukrainian Diaspora in Greece”

**Phone:** (+30) 697 352 0645, 12:00-16:00

**email:** infoukrainiandiaspora@gmail.com, ukrdiasporagr@gmail.com

**Address:** Feron 8, Athens, 10434

To learn more scan (UKR/EN)



## Association of the Ukrainian Diaspora in Greece, “Ukrainian - Hellenic Thought”

**Phone:** (+30) 210 282 7073, (+30) 697 331 0317, (+30) 695 739 1156

**email:** huth@ukrgrdumka.gr, galinamk@gmail.com, gm.greece@protonmail.com

**Address:** Rethimnou 2, Athens, 10682

To learn more scan (UKR)



## Ukrainian Cultural-Educational Center “Beregynia”

**Phone:** (+30) 210 865 5908, (+30) 697 405 4775,  
(+30) 693 404 2347

**email:** beregynia10@gmail.com, koziy.oksana222@gmail.com

**Address:** Aharnon 246, Athens, 11253

## Support and Development Center of the Ukrainian Cultural Heritage “Trembita”

**Phones:** (+30) 213 029 4772, (+30) 694 159 2236,  
(+30) 697 257 3004

**email:** info@trembita.gr, alla.lobach.plessa@gmail.com

**Address:** Rethimnis 22, Peristeri, Athens, 12132

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## Association of Ukrainians in Greece “Ukrainian Land of Storks”

The Ukrainian Cultural Center and the Library of Bohdan Antonych operates within the association

**Phones:** (+30) 210 522 2902, (+30) 694 492 6372

**email:** vashcenter@gmail.com

**Address:** Viktoros Hugo 45, 1st floor, Athens, 10438

## NGO “Borysthenes, Greece-Ukraine Business Hub”

**Phones:** (+30) 690 992 1678

**email:** office@borysthenes.gr, info@ukranorama.gr

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## Public Association “Ukrainians in Greece”

**Phones:** (+30) 693 818 6719, fax: (+30) 210 831 0063

**email:** [ukraintsigr@yahoo.gr](mailto:ukraintsigr@yahoo.gr)

**Address:** Ag. Meletiou 37, Athens, 11257

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# UNIT 10: SERVICES FOR CHILDREN AND UNACCOMPANIED MINORS

**Do you need support with issues that concern unaccompanied minors?**

## **National Emergency Response Mechanism for Unaccompanied Minors (UAM) - Hotline**

In the case of unaccompanied minors, children will receive special care and guardianship from the Ministry.

Work Hours: Monday-Friday, 08:00-22:00, Saturday 11:00-19:00

**Phone:** (+30) 213 212 8888, (+30) 694 277 3030,  
via WhatsApp or Viber (24/7)

**email:** [ssuam.tracing@migration.gov.gr](mailto:ssuam.tracing@migration.gov.gr)

**Do you need support with issues that concern children?**

## **National Helpline for Child Protection (EKKA)**

Immediate support for children in danger. Link to the competent services and mobilization of emergency mechanisms.

**Phone:** 1107

## **SOS National Child Protection Helpline operated by Smile of the Child**

You may address situations of violence that children are faced with (Physical, Sexual & Psychological Abuse, Neglect, Bullying and Trafficking). The line is staffed exclusively by specialized Social Workers and Psychologists and is available throughout Greece on a 24-hour basis, 7 days a week, 365 days a year.

**Phone:** 1056

To learn more scan (EN/GR)



## The Smile of the Child

For Local calls. The services are provided free of charge.

**Phone:** 11040, (+30) 210 330 6140

**email:** info@hamogelo.gr

**Address:** Garitou 80, Agia Paraskevi, 15343, Athens

To learn  
more scan  
(EN/GR)



## European Helpline for Children and Adolescents

The number is an important part of a reporting system to tackle abuse and exploitation of children and young people

**Phone:** 116111

## European Hotline for Missing Children

**Phone:** 116000

## ELIZA Helpline

For cases of children being neglected and/or emotionally, physically or sexually abused (supported by Eliza Foundation).

**Phone:** 10454

To learn  
more scan  
(EN/GR)



## SUPPORT Helpline (YpoSTIRIZO)

For issues related to the correct use of technology by minors (internet addiction, online bullying, seduction-grooming, inappropriate content, personal data issues, pornographic material, gambling, violent games, etc.).

**Phone:** 80011, 80015, Monday-Friday, 9:00-15:00

## Together for Children Helpline

Free counselling supporting the mental health of children, adolescents, parents, and teachers, regarding domestic violence issues and children with special needs.

**Phone:** 11525, Monday-Friday, 9:00-21:00

## Ombudsman for Children

A helpline of the Ombudsman accepting calls from children and adolescents up to 18 years old.

**Phone:** 800 113 2000, Monday-Friday, 9:00-16:00

## Subdivision of the Cyber Crime Unit (Ministry of Public Order and Citizen Protection)

Citizens may turn to the cybercrime unit to report criminal acts perpetrated online and for issues regarding the protection of minors, such as child pornography and seduction of minors via the internet etc.

**Phone:** 11188, (+30) 210 647 6464





# UNIT 11: SEXUAL AND GENDER BASED VIOLENCE, HUMAN TRAFFICKING

Are you a victim of gender-based violence?

## Counselling Centers for women suffering from violence by General Secretariat's for Family Policy and Gender Equality network and KETHI

KETHI operates 14 Counselling Centers for women suffering from violence or/and multiple discriminations in Greece's administrative regions capitals. Those Centers, along with 28 more Counselling Centers, are part of the General Secretariat's for Family Policy and Gender Equality network, operating across the country to tackle gender-based violence. The Counselling Centers provide free of charge counselling services by specialized personnel (reception desk counsellor, psychologist, social worker, legal advisor).

**Phone:** (+30) 214 405 5251

**email:** sos15900@isotita.gr

**Address:** Dragatsaniou 8, Athens, 10559

To learn  
more scan  
(EN/GR)



To learn  
more scan  
(GR)



## Network of Structures for Women - Victims of Violence - Women SOS.gr

SOS Line - Any woman experiencing incidents of violence (gender or domestic) can receive support and help.

**Phone:** 15900, 24/7

**email:** sos15900@isotita.gr

To learn  
more scan  
(EN/GR)



## National Human Trafficking Resource Line by A21

Any woman who is a victim of trafficking or anyone who suspects a case can report it online even anonymously. The National Hotline works in close partnership with all national institutions for rapid response.

**Phone:** from Greece 1109,  
from abroad (+30) 231 001 9880

**email:** info@1109.gr

To learn more scan (EN/GR)



## Centre For Gender Rights & Equality - Diotima Centre

Provides comprehensive services by specialized professionals to support and empower women and femininities who experience gender-based violence.

**Phone:** (+30) 210 324 4380,

Monday-Friday, 10:00-17:00

**email:** diotima@otenet.gr

To learn more scan (EN/GR)



### Athens

**Phone:** (+30) 210 881 6405, 09:00-17:00

Ukrainian & Russian:

(+30) 690 759 0424, WhatsApp/Viber

**email:** urban.athens.diotima@gmail.com

(psychological support)

legal.diotima@gmail.com (legal support)

### Thessaloniki

**Phone:** (+30) 231 053 4445, 09:00-17:00

Ukrainian & Russian: (+30) 694 720 5095

WhatsApp / Viber

**email:**

Urban.thessaloniki.diotima@gmail.com

For refugee survivors (women and lgbtqi+ people), you can find more information in

To learn more scan (UKR)



To learn more scan (EN)



To learn more scan (Arabic)



To learn more scan (FR)



To learn more scan (Farsi)



# UNIT 12: LGBTQI+

Do you need support concerning LGBTQI+ issues?

## LGBTQI+ Psychological Support Line “Dipla Sou”

Psychological Support Line for lesbian, gay, bisexual, trans, queer and intersex persons as well as their families and teachers.

**Phone:** 11528, Monday-Friday, 12:00-18:00

**email:** [diplasou@11528.gr](mailto:diplasou@11528.gr)

To learn more scan (GR)



## Emantes Helpline

Information and support for LGBTQI+ refugees and interpretation available upon request

**Phone:** (+30) 697 169 3446, WhatsApp

**email:** [info.emantes@gmail.com](mailto:info.emantes@gmail.com)

To learn more scan (EN/GR)



# UNIT 13: ADDICTION ISSUES

Do you need support concerning addiction issues?

## KE.TH.EA. MOSAIC

KETHEA MOSAIC is based in Athens and provides information, counselling, psychological support and relapse prevention services to immigrants and refugees with addictions. KETHEA MOSAIC also prepares those who want to embark on a process of full recovery. KETHEA MOSAIC also runs intervention programmes in refugee reception centres.

The programmes are coordinated by the International Organization for Migration (IOM) as part of a joint initiative aimed at the prevention and treatment of problems relating to drug and alcohol use within this population. Neither knowledge of Greek nor documents proving their legal status are required of the immigrants/refugees who use KETHEA MOSAIC's services.

**Phone:** (+30) 210 825 6944

**email:** info@kethea-mosaic.gr

**Address:** Magnisias 28 & Zolioti 2,  
Athens, 11251

To learn  
more scan  
(EN/GR)



To learn  
more scan  
(EN/GR)



## KE.THE.EA. ITHAKI Helpline 1145

The 1145 hotline is aimed at pathological users of drugs, alcohol, and the Internet, as well as their family and friends with confidentiality and anonymity. Local phone charges apply anywhere in Greece.

**Phone:** 1145, Monday-Friday, 9:00-17:00

**email:** ithakihelpline@kethea-anadysi.gr

To learn  
more scan  
(EN/GR)



## KE.TH.EA. HELPLINE 1114

The 1114 Psychological Support and Advice Hotline is run as part of the KETHEA ALFA programme. It aims to raise awareness and assistance on issues arising from gambling, both to the gamblers themselves and to their friends and families.

**Phone:** 1114, Monday-Friday, 9:00-21:00

*If you are calling from an OTE landline, calls are free of charge.*

**email:** 1114a@kethea-alfa.gr

To learn  
more scan  
(EN/GR)



## Organization against Drugs (OKANA)

SOS Line - immediate help and psychological support in crisis situations, which are related to the use of substances (withdrawal syndrome, suicidal behavior, relapse prevention).

**Phone:** 1031

**email:** okana@okana.gr

To learn  
more scan  
(EN/GR)



## “18 Ano” rehab unit of the Psychiatric Hospital of Attica “Dafni” - Immigrant Reception Program

The 18 Ano Rehab Unit belongs administratively to the Attica Psychiatric Hospital, which since its inception and for many years treated drug and alcohol addicts.

**email:** info@18ano.gr

Athens

**Phone:** (+30) 210 361 1803

**Address:** Asklipiou 19, Athens, 10680

Haidari

**Phone:** (+30) 213 205 4359,  
(+30) 213 205 4360 (Administration)

**Address: Leof.** Athinou 374 (within PSNA),  
Haidari, Athens, 12462

To learn  
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(EN/GR)



# UNIT 14: EMERGENCY HOTLINES

## EMERGENCY NUMBER

For all emergencies, accessible without a mobile phone network, providing 24-hour interpretation in several languages. In Greece, 112 is available 24 hours a day, seven days a week and can connect the caller to Police, Fire Department, Emergency Medical Services, Coast Guard.

**Phone:** 112

## POLICE

**Phone:** 100

## Embassy of Ukraine in the Hellenic Republic - SOS Line

**Phone:** (+30) 693 276 5606

## AMBULANCE

National Center for Immediate Assistance (EKAB)

**Phone:** 166

## FIRE SERVICE

**Phone:** 199

## COASTGUARD

**Phone:** 108

## HELLENIC RED CROSS

**Phone:** (+30) 210 523 0043, Monday-Friday, 8:30-14:30 + support to refugees in different languages (+30) 210 514 0440 (Russian available). Lines open Monday to Friday from 09:00-20:00

WhatsApp & Viber (+30) 693 472 4893

## **National Hotline for Missing Adults 1017**

The Hotline receives anonymous and branded reports on missing adults and in cooperation with the Police immediately activates its search mechanism to locate them, while providing free-of-charge support to the family members and caretakers of the missing. Operates the management of cases of disappearances of adults from 18 to 60 years

**Phone:** (+30) 210 523 0043, Monday-Friday, 8:30 - 14:30













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