

# POINT OF COORDINATED ASSISTANCE FOR UKRAINE

WHEN CROSSING THE POLISH BORDER YOU ARE **GUARANTEED FREE ASSISTANCE**  
WITH TRANSPORT, FOOD, ACCOMMODATION AND MEDICAL CARE.

**RECEPTION POINT** (open 24 hours a day):  
Świętokrzyskie Voivodship Office in Kielce  
al. IX Wieków Kielc 3, phone **+48 41 342 11 81**.  
24-hour helpline: **+48 41 342 12 14** or **538 508 081**.

Psychological assistance available (8.00 - 15.00).

**INFORMATION POINT** (open 24 hours a day):  
Kielce Bus (PKS) Station (ul. Czarnowska 12), phone **538 508 081**.

## IMPORTANT TELEPHONE NUMBERS:

- Emergency number **112** (medical care assistance and assistance of services: police, fire brigade).
- Free legal aid: **+48 41 343 12 29**.
- Police hotline (Center for the Search for Missing Persons): **+48 47 72 123 07**.
- 24 hours a day consultation in the event of a mental crisis:  
**+48 41 366 97 44, 41 366 97 46**.
- Consulate General of Ukraine in Cracow: **+48 12 429 60 66**.
- Border Guard post in Kielce: **+48 41 348 33 30**.
- Department of Civil Affairs and Foreigners in ŚUW in Kielce: **+48 41 342 16 68**.
- Catholic Chaplaincy - Diocesan Curia in Kielce: **+48 41 344 54 25**.
- Orthodox Parish in Kielce: **+48 41 366 43 83**.

## If you wish to obtain a residence permit for humanitarian reasons or refugee status:

report this when crossing the border to a Border Guard officer. If you are already in Poland, report it at any Border Guard post.

**Border Guard in Kielce:** ul. Kusocińskiego 51, 25-045 Kielce;  
phone +48 41 348 33 30, e-mail: [kielce@strazgraniczna.pl](mailto:kielce@strazgraniczna.pl).

**You are entitled to assistance in the form of shelter and meals.** The social assistance centre will also provide information about the possibility of receiving assistance from other sources. Information on the addresses of social assistance centres and forms of assistance is available on the following hotline: +48 41 342 12 14 and the Social Policy and Health Department of the Świętokrzyskie Voivodeship Office - phone +48 41 342 19 10 and +48 41 342 16 09.

## Where to get medical help:

If you need to be hospitalised in an emergency, you can call for an ambulance on 112. In an emergency, services are provided in emergency rooms or hospital emergency departments (SOR). You can obtain basic medical care at the clinic or health centre nearest to your accommodation.

## I work/live in Poland. I want to bring my family from Ukraine:

The family should go to the border crossing point and take with them: passport, identity card or other document with a photo (documents may no longer be valid); for minor children without any identity document bring their birth certificate.

At the border the family will receive all information about further proceedings.

## The Sanitary Inspectorate informs:

If you are crossing the border of the Republic of Poland with Ukraine in connection with the armed conflict, you are exempt from quarantine and the obligation to present a negative SARS-CoV-2 test result. If you find yourself on the territory of Poland and you observe: high fever, cough, shortness of breath, loss of smell or taste, or you have, e.g. muscle pains and headaches, diarrhea - isolate yourself from other people and contact a designated doctor or the Sanitary Inspectorate - phone +48 222 500 115.



Świętokrzyski Urząd Wojewódzki w Kielcach  
[www.kielce.uw.gov.pl](http://www.kielce.uw.gov.pl)  
hotline: +48 41 342 12 14 or 538 508 081

Coordination of humanitarian aid: [pomagamukrainie.gov.pl](http://pomagamukrainie.gov.pl)