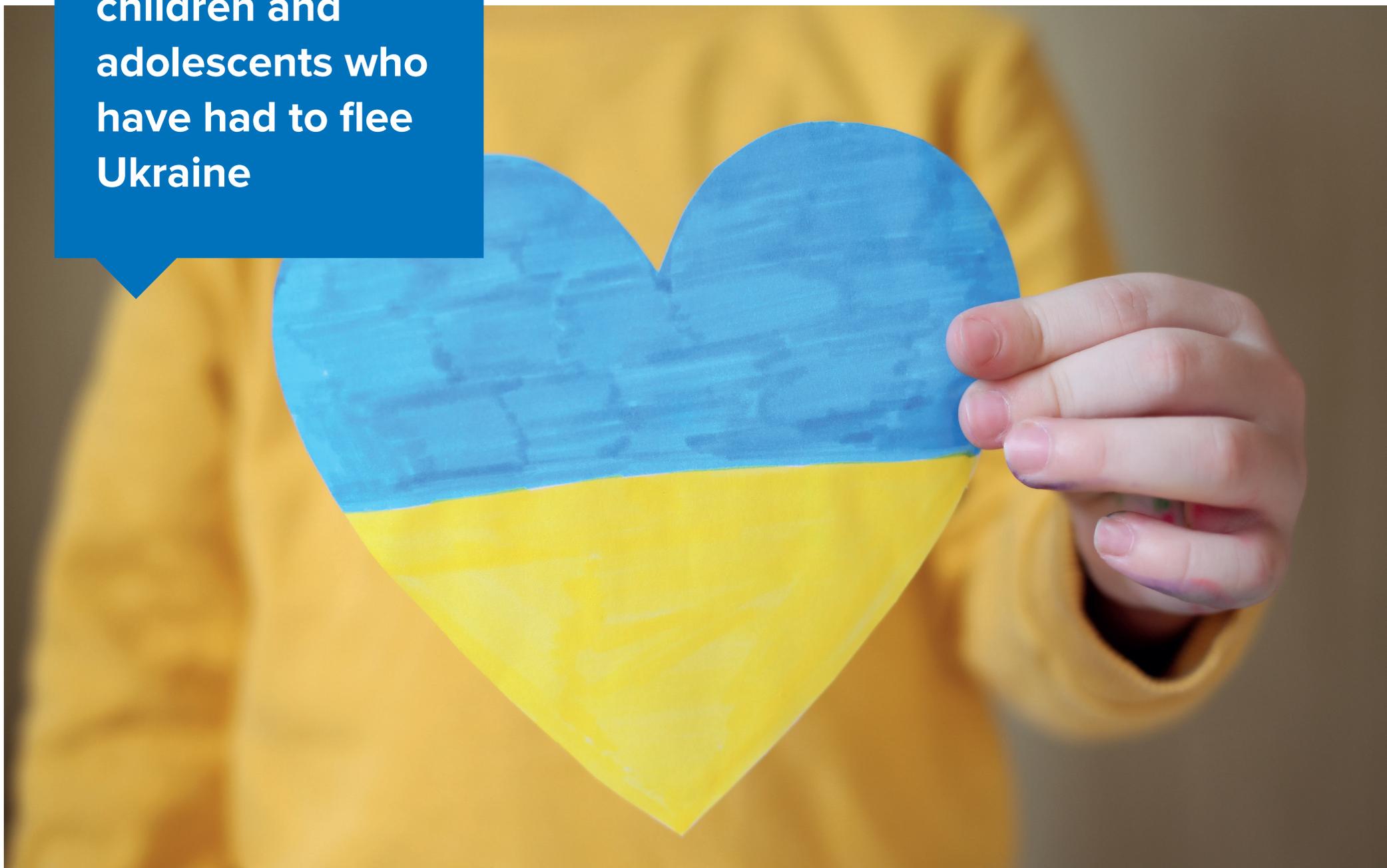


# Information for children and adolescents who have had to flee Ukraine



# IF YOU ARE UNDER 18 YEARS OF AGE AND YOU HAVE HAD TO LEAVE UKRAINE, THIS INFORMATION IS FOR YOU

Here is some official information about the things children who have had to leave Ukraine should know in order to stay safe in Spain.

This information was produced by UNHCR and the Children's Platform.

**UNHCR** (United Nations High Commissioner for Refugees) is an international organisation whose mission is to protect the rights of and build a better future for refugees, forcibly displaced persons and stateless persons.

**The Children's Platform** is a network of 75 organisations. Its mission is to protect, promote and defend the rights of children and adolescents in accordance with the UN Convention on the Rights of the Child.



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# 1 | DO YOU HAVE THE RIGHT TO BE IN SPAIN? YES, YOU HAVE THE RIGHT

**You and your family are safe here and nobody has the right to force you to go anywhere if you don't want to.**

The authorities, the government and different organisations are here to help you find a place to live, food, transport, healthcare and schooling.

Children under the age of 18 have specific rights in addition to the rights that adults have. These include the right to go to school, to go to the doctor, to be looked after and protected, not to be separated from your family (or to stay in contact with your family if they are not in Spain), to be able to tell someone what is happening to you and how you feel, and to have your ideas heard and taken into account.



## 2 | WHAT DO YOU NEED TO DO TO ENTER AND STAY IN SPAIN WITHOUT A PROBLEM?

**You don't need any documents to enter Spain. You and your family can stay here or in any EU country for 3 months without needing to apply for any entry documents, such as a visa.**

A visa is a permit given to you by the country you want to go to. It allows you to cross the border and stay for a certain period of time. You sometimes need this permit to be able to enter some countries. If it is given to you, you get a stamp in your passport.



### 3 | WHAT DOCUMENTS WILL I BE ASKED FOR?

If you left Ukraine because of the war and you are not travelling with travel documents, you will be asked to show your personal documents when you cross a border.

If possible, remember to bring all your important documents (passport, identity card, birth certificate, Ukrainian residence card).

**In order to travel without a visa between EU countries that have agreed to this (the Schengen Area), you will need a biometric passport, which is a passport with a chip that can be scanned electronically. Biometric passports have an icon on the front that looks like an 'equals' sign with a dot.**

This is what a biometric passport looks like:

If you don't have a passport, you can show your birth certificate, residence card or any other document that proves your identity or residence in Ukraine.



**Important! If you can, always carry a copy in your pocket and leave the original with someone you trust.**



## 4

## WHAT TO DO IF YOU AND YOUR FAMILY NEED TO STAY IN SPAIN FOR MORE THAN 3 MONTHS? YOU HAVE THE RIGHT TO TEMPORARY PROTECTION!

**The first thing you need to do is to apply for 'temporary protection'. People fleeing the war in Ukraine can request this protection in Spain and the countries of the European Union.**

If you are not a Ukrainian national but you lived there before the war started and cannot return to your country of origin, you can also apply for temporary protection in Spain. In this case, you must explain why you cannot return to your home country.

This protection means you will be safe here. Nobody can force you to return, and you will have the right to live and work (if you are over 16) in Spain for one year.

This protection may be extended for a further 2 years if the war in Ukraine continues, or if the conditions mean a safe return is not possible.

You also have the right to some social and financial assistance if you need it.



## 5 | HOW CAN YOU APPLY FOR THIS TEMPORARY PROTECTION?

You, your family, or the people looking after you can apply for it at the 'Reception, Welcome and Referral Centres (CREADE)' or at some police stations. People from the National Police will help you with this process at these places.

[Click here](#) to find the addresses of places where you can apply for temporary protection in Spain.

[Ukraine - Temporary Protection - Ministry of the Interior](#)

**Important!** You can ask for the help of a lawyer and a translator in the language you need (free of charge). They will answer all your questions and help you to understand your rights.

### If you are going to apply for protection, what will you be asked for?

Your personal details (even if you don't have a passport).

Your identity documents.

What relationship you have with the people accompanying you.

Your fingerprints will be taken.

A photograph of you will be taken.

You can take the opportunity to talk to the police if you are worried about your safety or security, or if you have a problem.

### After applying for protection, you will be given a slip of paper (the 'resguardo') with:

A QR code.

Your personal data.

A file number.

A foreign resident identification number (known as a 'NIE' in Spain).

The date on which you applied for protection.

**Important!** Make sure you take a photo of this document with your mobile phone or make a photocopy in case it gets lost.



## 6 | WHEN WILL YOU BE TOLD IF YOU ARE GRANTED TEMPORARY PROTECTION?

**The Spanish authorities will make a decision within 24 hours.**

You can download the response to your application for temporary protection from the website of the National Police using a QR code that you will find on the slip ("resguardo") that you are given, or from this police [https://servicio.mir.es/nfrontal/asi\\_desc\\_res.html](https://servicio.mir.es/nfrontal/asi_desc_res.html)

**Important! Always carry the document certifying that you have been granted temporary protection with you. Take a photo of it or make a photocopy in case it gets lost.**

If, in addition to fleeing the war, you believe that your life may be in danger because of your religious or political beliefs, your sexual orientation, your gender identity, expression and diverse sexual characteristics, your ethnicity or nationality, or because you are a child and are subject to persecution as a result of this, you can apply for International Protection. This is a different procedure to temporary protection. It is more complicated and takes longer, but it is important to know that you can apply for it and there are specialized organisations that can help you. You can find some of them on the [UNHCR HELP information page Applying for asylum in Spain - UNHCR Spain \(unhcr.org\)](#) and you can watch these videos with information about international protection [Informational videos - UNHCR Spain \(unhcr.org\)](#)

Whether you apply for temporary protection or international protection, the Police will ask you some questions about your personal details, your family, and why you are fleeing. This is a good opportunity to tell them what you are worried about. You can trust them. Everything you tell them is secret and they won't tell anyone about it. They only want to help you.



## 7 | THE POLICE CAN HELP YOU WITH ALL THESE THINGS YOU HAVE TO DO:

### Applying for temporary protection.

We tell you about this in section 4, 'What to do if you want to stay in Spain'.

### Enter your details in the Special Register of Children.

If you have not brought your passport, the police have to collect your details and those of the people accompanying and caring for you, even if you come with your family. These details will be included in the Special Register of Children. They will need to take your fingerprints, write down your personal details, and take some photos of you. This is to protect and help you. These details will not be shown to anyone.

If you are accompanied by an adult who is not your parent, they will be asked to provide documents proving that your parent has asked them to look after you while they are unable to do so.

### They can protect you.

They know what to do if you find yourself in any dangerous situation. They will work with more people to look after and protect you. Tell them what is happening to you. You can trust them.



## 8 | YOU ARE IN SPAIN WITH YOUR FAMILY. WHAT CAN YOU DO TO STAY TOGETHER AND REMAIN SAFE?

**After everything you've been through, it is very important to do everything possible to stay with your parents or family. There are some simple things that can help you:**

Travel together and stay in the same place. Nobody can separate you if you don't want to.

If you are in a new place, visit it and get to know it with your family or people you trust, so that you are able to get around on your own.

When you go out, tell your parents or relatives where you are going and when you will be back.

Keep your family's contact details with you at all times. Don't let strangers copy them or take them from you.

Memorise the address of where you will be staying and send it to someone you trust.

Make a plan with your family of what to do if you have to separate.

Memorise the telephone number 112. This is the emergency number in the European Union. You can call it to ask for any kind of help. It is free of charge and they will speak your language.

You can make up a code word to use with your family if you are in danger, so that they know you are in trouble.

If you are travelling with relatives who are not your parents, you can stay with them, but it is important that you inform the police and the organisations that are helping you about this. You should also tell them who your parents are, where you think they are, and any contact information you have.

If you are with people you don't want to be with, tell the police or the organisations that are helping you. They can find another safe and suitable place for you until your family arrives.



## 9 | WHAT OTHER IMPORTANT THINGS SHOULD YOU KNOW?

### Keep your documents in a safe place.

Your identity document or passport is important. Nobody can take them from you. Do not give your documents to anyone who says they will help you with accommodation, transport or any other matter.

The authorities may ask to see these documents and may briefly take them away. They will return them quickly.

Try to make copies of your documents and carry them with you. Do not carry the original document with you. Instead, keep it in a safe place.

### Help is free of charge for everyone.

Nobody is allowed to threaten you, or ask you for work, money or sexual favours in exchange for assistance or help. If this happens to you, tell the police and they will be able to help you.

### Don't accept money, or gifts such as mobile phones or clothes from anyone you don't know.

Don't trust anyone who says they want to help you and asks you not to tell anyone. Don't trust older people who tell you that they have fallen in love with you (either in person or through social media) and offer to help you and give you a better life in Spain. If this happens to you, tell a trusted adult.

Try not to stay alone with people you don't know, and always try to let someone else know where you are going to be. Try to go with someone who can keep you safe and, if possible, in a group.

Ask a trusted adult to accompany you at night.

### If you are planning on travelling within Spain or to another country,

make sure you have all the information about where you are going, who you are staying with and who will look after you, and tell people you trust about it.

### If someone you do not know well offers to separate you from your family

by offering you a place to live, work, go to school or study, do not accept the offer and tell an adult you trust.



# 10 | IF YOU NEED HELP, WHO CAN YOU TURN TO? HOW DO YOU KNOW WHO TO TRUST?

**There are specialized people and organisations in Spain who can help you, and who know how to do so. It is important to seek help from adults who are working with an organisation.**

You can usually find help from people working as social workers, psychologists, lawyers, doctors or teachers at these organisations. Look for them. They usually wear a uniform, a jacket, a cap, or a badge with a logo. If you are not sure whether the person works for an organisation, you can ask them for identification. You have the right to refuse help from people or organisations if you are not sure who they are, or if you do not feel comfortable or safe.

**You can ask for help by calling the emergency line on 112, or the ANAR Foundation's child and adolescent helpline on 900 20 20 10, or through this chat service <https://chat.anar.org/>**

**You can also contact UNHCR on this telephone number: 34 661 70 64 62 (9:00 a.m - 5:00 p.m) or this email address: [spama@unhcr.org](mailto:spama@unhcr.org). In addition, you can find more information about how Spain is helping people coming from Ukraine and about your rights on this website: <https://help.unhcr.org/spain/>**



11

# YOU MAY HAVE DOUBTS ABOUT WHAT TO DO IN CERTAIN SITUATIONS. HERE ARE SOME SITUATIONS YOU MIGHT FIND YOURSELF IN, AND WHAT YOU CAN DO TO TAKE CARE OF YOURSELF.

## 'I'm alone, without my relatives'

You have the right to receive help and protection from the government, authorities and organisations. It is important that you go to the Police or an organisation and let them know that you are alone so they can find a safe and suitable place for you and give you what you need.

You can call 112 and tell them that you are alone and need help. This is the telephone number for any emergency. It is free of charge.

If you have lost contact with your parents or family, there are organisations that can help you. You can contact the Red Cross or the International Red Cross [Restoring Family Links | Restoring Family Links \(icrc.org\)](#), or you can contact UNHCR, where we can help you: Helpline: 0034 661 70 64 62 (9:00 a.m. - 5:00 p.m). Email: [spama@unhcr.org](mailto:spama@unhcr.org)

You can find more information for girls and boys who arrive alone on the UNHCR HELP website <https://help.unhcr.org/spain/donde-encontrar-ayuda-espana/videos-informativos/>



## 'Someone has harmed me and I am afraid for myself or my friends'

If someone has harmed you, it is important that you tell someone you trust and ask for help, either by calling the emergency line on 112 or the ANAR Foundation's child and adolescent helpline on 900 20 20 10, or via this chat service <https://chat.anar.org/>

These telephone numbers and the chat service work all over the European Union. They are free of charge and can be used 24 hours a day, every day of the year.

A trusted adult can call this number for you, or you can call it directly yourself. Everything you say is secret, and nobody will be told about it.

If someone has threatened you or tricked you into sexual relations in exchange for help, or with the threat of harming you or your family; if someone is forcing you to work, beg, or commit petty crime under threat; or if you feel you are a victim of exploitation, abuse or fraud, call one of these telephone numbers and organisations for help:

Victims of gender-based violence in Spain: 016

Diaconía España: +34 670337153

Proyecto Esperanza: +34 607542515

APRAMP: +34 609589479

REMEMBER that **nobody** has the right to abuse, neglect or mistreat any child or their family. This includes strangers, but also parents, relatives and teachers. Nothing that happens is your fault, and you should not feel ashamed or guilty. The Spanish police and specialised organisations will protect, care for and support you. They will keep you safe from whoever is threatening you, or whoever you are afraid of.

If someone you know has experienced harm, encourage them to ask for help. You can also ask for information and help from UNHCR [spama@unhcr.org](mailto:spama@unhcr.org); 0034 661 70 64 62 (9:00 a.m. - 5:00 p.m).

## 'I need clothes, food or housing'

If you or your family needs clothes, food or housing, you can ask to be included in the 'Reception system'. When you ask for temporary protection (as explained above), you can also ask to be part of this system. They will ask you further questions and, if you meet the conditions, they can help you find a safe place to stay and provide assistance.

If you are arriving with your parents or relatives, tell them that you can ask for this help. You can find more information on the UNHCR webpage 'Ukraine: Relevant Information' and on the Spanish government website In Spanish: [Questions\\_Answers\\_Ukraine\\_Es.pdf \(inclusion.gob.es\)](#) In Ukrainian: [742ded16-8ed8-eeee-7b1a-cb389d1fbc96 \(inclusion.gob.es\)](#)

To request food, clothes and other materials, you can find information from the government at this [link](#).

If you are alone, remember to report this as soon as possible to the 112 emergency line, to a specialised organisation such as UNHCR, or to a trusted adult. When you do this, you will receive help to enter the Child Protection System. This means you will be looked after and given housing, food, clothes and the help, information and care you need, along with other children in situations similar to yours.

## 'I want to go back to school. What do I do?'

Remember that you have the right to go to school. You don't have to carry any documents or pay anything different to what children in Spain pay. State schools are free and education is compulsory until the age of 16.

Go to the school closest to where you are living and ask what you have to do to join classes.

## 'I need other kinds of help, such as information, psychological support, a lawyer or language classes'

There are organisations in Spain that provide information and help such as lawyers, psychologists, or free language classes. You can find the contact details on the UNHCR [HELP](#) page or, depending on where in Spain you are, you can request information from the following organisations that work with the Government. You can find their contact details via this [link](#).

# 12 | REMEMBER THAT YOU MAY FEEL SAD, ANGRY, WORRIED OR CONFUSED

**You have been forced to leave your country and may have seen or heard many terrible things. To help you feel better, here are some tips that work for other children:**

Stick to your routines whenever you can, such as going to bed early, getting up at the same time, doing sport, eating healthy food regularly and helping out wherever you are.

Spend time doing things with your family and friends.

Helping others in your community can make you feel good.

If you feel angry or overwhelmed, take a break. Breathe slowly for a few minutes. Look for a quiet place, or for interesting things around you to explore.

Do physical activity, such as walking or exercising.

Stay in contact with your family and friends, even if you have been separated. If you are not currently able to contact them, write them a letter to give to them when you can.

Take a break from the news from time to time. Avoid seeing shocking photos or videos that may be circulating.

Talk to someone you trust about how you feel. Ask for the help of a psychologist, counsellor or doctor. Many are available free of charge through the services mentioned above. Participating in an organised group to talk about your feelings can also be helpful.

If you feel ready, you can also listen to someone in need. It often doesn't matter if you don't know what to say. Just listening and showing that you understand the person is enough.

For more information on basic tips for the emotional well-being of children and adolescents affected by situations of armed conflict, you and your parents or caregivers can find more information via the following link: [Emotional Well-Being Programme | UNICEF](#)



## 13 | HOW CAN YOU GET IN CONTACT WITH UNHCR?

UNHCR (United Nations High Commissioner for Refugees) is an international organisation whose mission is to protect the rights of and build a better future for refugees, forcibly displaced communities and stateless persons.

**If you need information or help from UNHCR, you can contact us by email or telephone. It's a good idea to first talk to your parents or someone you can trust, but you can also call us directly yourself.**

If you write to us, make sure you let us know the best way to contact you. It would also be useful if you could tell us the name(s) of your parent(s) or guardian(s) if they are in Spain with you. If you are not with your parents, you should also tell us this. Be careful when you give us this information, and make sure that nobody is able to copy it or find it afterwards. If you are using a shared computer to send us emails, please make sure you log out of your account when you are finished.

Email: [spama@unhcr.org](mailto:spama@unhcr.org)

Help line: 0034 661 70 64 62 (9:00 a.m. - 5:00 p.m.).



## 14

## HERE ARE THE CONTACT DETAILS OF THE AUTHORITIES AND ORGANISATIONS THAT CAN HELP YOU. IT IS IMPORTANT THAT YOU HAVE ACCESS TO THEM AND YOU USE THEM WHENEVER YOU NEED OR WANT TO

### If you are feeling sad, afraid, worried, or if you are in trouble and need help:

You can call the emergency number: 112

You can call the National Police: 091

You can call the number for victims of gender-based violence in Spain: 016

You can call the ANAR Foundation, which is an organisation specialised in caring for children: 900 20 20 10 / Chat: <https://chat.anar.org/>

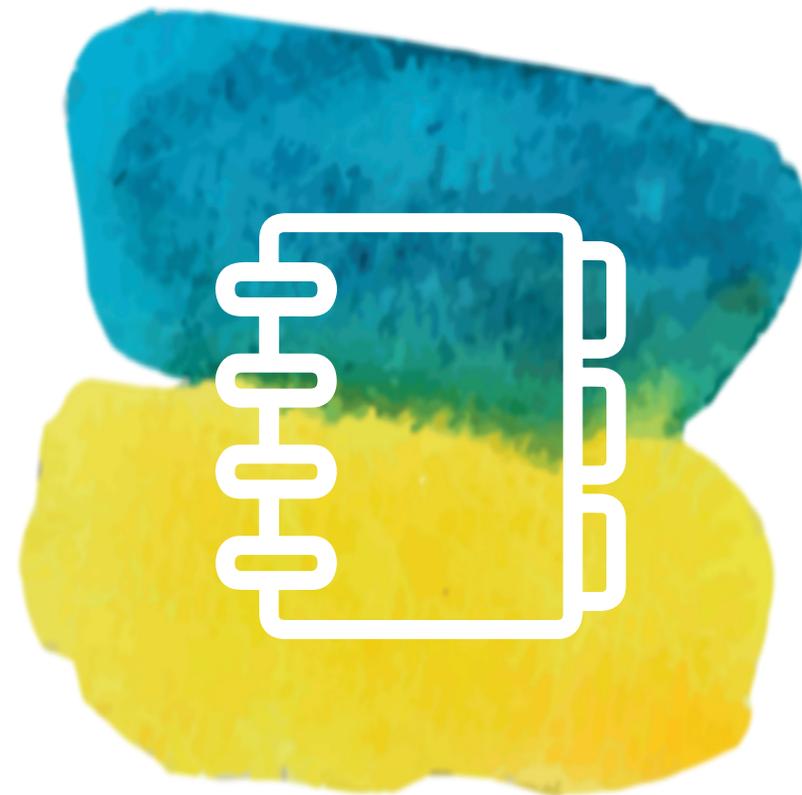
### If you think that the authorities in Spain are not helping you, you can contact:

Ombudsman C/Zurbano 42

Email: [registro@defensordelpueblo.es](mailto:registro@defensordelpueblo.es)

Telephone: 0034 900101025 (free) and 0034 914327900 (available 24/7)

[Website: Home | EN - Defensor del Pueblo](#)



## If you need to seek organisations that are helping people coming from Ukraine:

In Spanish: 24-hour telephone numbers for displaced persons from Ukraine, by province. Ministry of Inclusion, Social Security and Migration ([inclusion.gob.es](https://inclusion.gob.es))

In Ukrainian: 24-годинний контактний телефон за провінціями - Ucraina Urgente - Ministerio ([inclusion.gob.es](https://inclusion.gob.es))

## If you need to go to the Ukrainian Embassy in Spain:

Telephone: 0034 917 48 93 60

Address: Calle Ronda de Abubilla 52, 28043 Madrid.

Website: <https://spain.mfa.gov.ua/es>

## If you want to contact the government authorities in charge of care and reception of people coming from Ukraine:

Ministry of Inclusion, Social Security and Migration:

Telephone: 0034 910474444

Website: In Spanish: [Información general - Ucraina Urgente - Ministerio \(inclusion.gob.es\)](https://inclusion.gob.es) In Ukrainian: [Загальна інформація - Ucraina Urgente - Ministerio \(inclusion.gob.es\)](https://inclusion.gob.es)

You can use these visual guides to help you communicate when in need. You will find drawings with the translation in English and Ukrainian below:

### About basic needs:

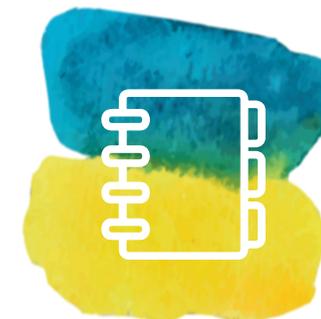
<https://www.prodigiosovolcan.com/pv/prodigios/guias-emergencia-ucrania/pdf/Guia-visual-ucrania-necesidades-basicas.pdf>

### About life at school:

<https://www.prodigiosovolcan.com/pv/prodigios/guias-emergencia-ucrania/pdf/Guia-visual-refugiados-colegio.pdf>

### About health matters:

<https://www.prodigiosovolcan.com/pv/prodigios/guias-emergencia-ucrania/pdf/Guia-visual-ucrania-salud.pdf>



# 15 | SOME WORDS IN SPANISH THAT MAY BE USEFUL:

## Some words in Spanish that may be useful:

My name is \_\_\_\_\_

My parents are \_\_\_\_\_

I am sick/something hurts, I am injured \_\_\_\_\_

I am not travelling with my mother/father \_\_\_\_\_

I am scared/worried \_\_\_\_\_

I need help \_\_\_\_\_

I have lost someone \_\_\_\_\_

I am looking for my mother/father/brother/sister/relatives/friend \_\_\_\_\_

I have lost something \_\_\_\_\_

I am waiting for my mother/father/brother/sister/relatives/friend \_\_\_\_\_

I need somewhere to sleep \_\_\_\_\_

I need food \_\_\_\_\_

I need water \_\_\_\_\_

I need a phone/I need to call this number \_\_\_\_\_

I need a SIM card \_\_\_\_\_

I need a charger \_\_\_\_\_

Thank you \_\_\_\_\_

Hello and goodbye \_\_\_\_\_

## Деякі слова іспанською мовою, які можуть допомогти вам:

Мене звати...

Мої батьки...

Я хворий / мені боляче, я поранився

Я не подорожую зі своєю мамою/батьком

Я наляканий/хвилююся

Мені потрібна допомога

Я загубив когось

Шукаю свою маму / тата / брата / сестру / родичів / друга

Я загубив щось

Чекаю на свою маму / тата / брата / сестру / родичів / друга

Мені потрібне місце для ночівлі

Мені потрібна їжа

Мені потрібна вода

Мені потрібен телефон / мені потрібно зателефонувати за цим номером

Мені потрібна SIM-карта

Мені потрібен зарядний пристрій

Дякую

Привіт і до побачення

