tor migrants Information and activity points





National Health Fund

(Narodowy Fundusz Zdrowia - NFZ) Insured Service Centre ₹_24 ul. Dawida 2

Employers pay health insurance contributions to the National Health Fund for each person employed under an employmen contract or contract of mandate. lf you run your own business, you pay your own contributions. If you are not employed, you can take out voluntary insurance with the National Health Fund. Students can take out student insurance. Persons insured in Poland will also be able to obtain the European Health Insurance Card (EHIC) here.

Clinics

If you feel sick, but your life is not in danger, or there is no sudden deterioration in your health, you can get help at a clinic in your

In order to sign up for the clinic:

- fill in the clinic selection form;take the following documents with you: an identity card, a document confirming legal residence and proof of insurance (if you do you will choose a family doctor
- and a nurse.

www.informacia.wroclaw.pl/

Hospitals

In an emergency life-threatening situation, specialists will provide you with immediate assistance in the admission rooms (Izba Przyjęć - IP) and hospital emergency departments (Szpitalny Oddział Ratunkowy - SOR). Addresses of the emergency rooms in Wrocław (open 24 hours):

"Dobrzyńska" Provincial Healthcare Centre (Wojewódzki Zespół Specjalistyczny Ópieki Medycznej Dobrzyńska) 25 ul. Dobrzyńska 21/23

Hospital Emergency
Department - Military Clinical
Hospital with Polyclinic Independent Public Complex of Health Care Facilities (SOR Wojskowy Szpital Kliniczny z Poliklinika SPZOZ) **26** ul. Weigla 5

Hospital Emergency Department
- University Clinical Hospital in ul. Borowska 213

Hospital Emergency Department - Provincial Specialist Hospital in Specjalistyczny we Wrocławiu) 28 ul. Kamieńskiego 73A

For children:

Hospital Emergency Department - Lower Silesian Specialist Hospital named after T.
Marciniak (SOR Dolnośląski Szpital
Specjalistyczny im. T. Marciniaka) ul. Fieldorfa 2

Clinic of Paediatric Surgery

Provincial Specialist Hospital named after J. Gromkowski (Wojewódzki Szpital Specjalistyczny im. J. Gromkowskiego) **9_31** ul. Koszarowa 5, building A3,



Wrocław City Office (Urzad Miejski Wrocławia - UM) **9_11**

You can take care of official matters at the City Office headquarters or at one of its branches at the Resident Service Centre (Centrum Obsługi

Mieszkańca - COM): ul. Zapolskiej 4 **9_12** ul. Bogusławskiego 8-10 **9_13** al. Kromera 44 **9_14**

ul. Hubska 8-16 **9_15** al. Karkonoska 45 **9_16**

pl. Ńowy Targ 1-8

At the Resident Service Centre you can register in Wrocław, get a PESEL number and confirm your trusted ePUAP profile. Here you can also register your vehicle and apply for a driving licence. You can also pay local taxes (not to be confused with PIT) and fees here. Before visiting, check the list of services available at a specific Resident Service Centre on bip.um.wroc.pl

Registry Office (Urząd Stanu Cywilnego - USC) **9_17** ul. Włodkowica 20

At the Registry Office, you can register the birth of a child, obtain a birth certificate, submit documents required for mar riage, as well as register a death. You can also enter documents issued abroad into the civil registry records - birth certificates marriage certificates or death **Social Insurance Institution** (Zakład Ubezpieczer

Społecznych - ZUS) **9_18** Social Insurance Institution Branch in Wrocław ul. Reymonta 4/6

Social Insurance Institution provides information for those insured on social insurance, pensions or child care allowances.

Tax Office (Urząd Skarbowy)

Tax Office - Wrocław Fabryczna district **9**_19 ul. Ostrowskiego 5

Tax Office - Wrocław Krzyki district **9**_20 ul. Sztabowa 100

Tax Office - Wrocław Psie Pole district **9**_21

Tax Office - Wrocław Stare Miasto district 9 22 ul. Inowrocławska 4

ul. Trzebnicka 33

Tax Office - Wrocław Śródmieście district **9**_23 ul. Piłsudskiego 27-29

At the Tax Office, you can file an annual tax declaration (called PIT) and pay taxes, including corporate and personal income tax. Depending on where you live, you are assigned to one of the five tax offices: Wrocław Fabryczna, Wrocław Krzyki, Wrocław Psie Pole, Wrocław Stare Miasto or Wrocław Śródmieście.

Opening hours for all Tax Offices: Monday-Friday 8:00-15:00



We hope that you will quickly feel at home here and start thinking of Wrocław as your city. You can enrich it with your presence, experience

We have created a leaflet with a map which will show you the most important points of interest in Wrocław. These are the places where you can find answers to your questions and receive support when taking your first steps in the city.

More detailed information can be found in the WroMigrant guide, which is available online in Polish, English and Ukrainian at www.wielokultury.wroclaw.pl.

Additional support for migrants can be provided by the WroMigrant information and activity points, as well as by our partners.

During the pandemic, information points and offices might be closed for in-person visits. You can contact them by phone to find out the details.



Information points for migrants

WroMigrant. Information and activity points for migrants **9**_1 pl. Dominikański 6

At WroMigrant, you can find information on official matters related to your stay in Wrocław (legalisation of stay and work, PESEL number and others) and assistance in everyday matters er). Free consultations are provided in four languages: Polish, English, Ukrainian and Russian.

Infopoint of the Migrants' Rights Institute (In

At the information point, you can seek information and assistance on administrative and legal matof everyday life. Free consulta-tions are provided in four languages: Ukrainian, Polish, Russian and English.

NOMADA Association for the Integration of a Multicultural **Society Advice Point** ul. Paulińska 4/8

NOMADA supports migrants with tion and people who have experienced biased violence. Suppor is provided in Polish, English, Rus sian, Arabic, French and Chinese.

Third Country Nationals Support Office - Lower Silesian Province Office

Biuro Wsparcia Obywateli Państw Trzecich - Dolnośląski Urząd pl. Powstańców Warszawy 1

This information point for people from outside the European Union provides assistance in matters concerning the legalisation of residence and work. Here you can also make an appointment to consult a lawyer or a professional advisor. The Office provides free vice in Polish, Russian, Ukrainian and English.

At the Office, you will learn how

Economic Development Office -Economic Information Point

(Biuro Rozwoju Gospodarczego Poland and how to acquire the Punkt Informacji Gospodarczej necessary entries, licenses, and ul. Świdnicka 53, room 311 (3rd floor) will also be able to seek advice on how to develop your business.

Wroclaw Agglomeration Development Agency

Wrocławskiej - ARAW) 🗣 💪 pl. Solny 14

Wroclaw Agglomeration Development Agency advises Polish and foreign investors interested in



Polish language learning for adults

Courses and meetings for Polish lanavailable in Wrocław. Some of the courses are either free of charge or available for a small fee (city-funded courses).

guage schools and courses: (Ukraine Foundation) and

Culture for Foreigners - University of Wrocław **₹_33**

(Wrocław Integration Centre

Language Cafe - Municipal Public Library Mediateka **9_37**

Nurseries (1-3 years)

ul. Fabryczna 15

Department of Education (Departament Edukacji) **9_39** ul. Bogusławskiego 8-10

At the Department of Education, you tens at: rekrutacje.edu.wroclaw.pl

Preschool (3-5/6 years old) and primary school (6/7-14/15 years old)

Education

ul. Zapolskiej 4, 4th floor, room 446

Check the following Polish lan-Let's mów - Fundacja Ukraina

Fundacja MODE (Move Develop Foundation) **32** School of Polish Language and

Study of Foreign Languages -Wrocław University of Technology

and the courses offered by **language**

Wrocławskie Centrum Integracji

 Polish Speaking Club - Fundacja Ukraina (Ukraine Foundation) 9_36

More at: www.wielokultury.wroclaw.pl

Childcare

Administration of nurseries **9**_38

Recruitment to nurseries takes place online at: rekrutacja-zlobki.um.wroc.pl

Education system

can find out how to enrol your child in school or find a district school. You can find information about recruitment to schools and kindergar-

City Office's Education Department of Preschools and Primary Schools

(Wydział Przedszkoli i Szkół Podstawowych Departamentu Edukacji Urzędu Miejskiego) **9_40**

Recruitment to preschools and primary schools takes place online within the prescribed recruitment deadlines: rekrutacje.edu.wroclaw.pl or at the school office during the school year. The list of district schools can be found on the recruitment website. Remember that in Poland a 6-year-old child is required to attend a preschool class, while compulsory schooling of children starts at the age of 7.

Secondary school (15-19 years old)

City Office's Education Department of Secondary Schools (Wydział Szkół Ponadpodstawowych Departamentu Edukacji Urzędu Miejskiego) 💡 _41

ul. Zapolskiej 4, 4th floor, room 450 Recruitment to secondary schools takes place online at: rekrutacje.edu.wroclaw.pl

Preparatory classes

Preparatory classes are intended for children and young people between the ages of 6 and 19 who are starting school and do not speak Polish. This is where the children take intensive classes in the Polish language, everyday communication and vocabulary from other school subjects.

The child can be enrolled in a preparatory class at their school A list of schools with preparatory classes can be found at: www.wielokultury.wroclaw.pl

Studying in Wrocław

Wroclaw Agglomeration Development Agency (Agencja

ΔRΔ\\\\) **9 42** Wroclaw Agglomeration Develop-

ment Agency is conducting the "Study in Wrocław" project, which can provide you with the list of universities, recruitment requirements and consulting support. The Agency can also tell you about the process of a foreign university diploma recognition.



Consulates

General **9**_43 ul. Podwale 76

Wroclaw Agglomeration Development Agency is conducting the "Study in Wrocław" project, list of universities, recruitment requirements and consulting support. The Agency can also tell you about the process of a foreign

There are also **20 honorary consu** However they do not take care of al consulates. They will often provide you with professional advice and help in your native language should you require assistance.

The list of honorary consulates operating in Wrocław can be found here: www.visitwroclaw.eu/konsulatv



Safety

Emergency Communication Centre (112 - an Emergency Number) gency number to redirect you to the emergency services - Police, You can phone this number without a SIM card. Call only in emer-

Police (Policja) - phone numbers:

gency situations.

If you are in danger or see someone in need of help, call 112 or 997 ediately. You can also make a report to the Police if you witness a crime or public order disturbance. More information available at: www.wroclaw.policja.gov.pl

Fire Department (Straż Pożarna - phone numbers: **112,998**Call the Fire Department in the More information available at:

Ambulance (Pogotowie Ratunkowe) phone numbers: **112,999** health is in danger, call the emernot call an ambulance if the situa

threat to life and health.

City Guard (Straż Miejska)

phone number: 986 you want to report disturbances in public places (e.g. noise nuisance parking). More information available at:

Helpline

Crimes motivated by prejudice based on skin colour, nation ality, religion - phone number: +48 604 535 838

If you experience racial, national or religious based violence, report the

After reporting a crime, you can get further help, i.e. contact a lawyer and/or psychologist by calling the emergency number: +48 604 535 838, supported and operated



Stay and work

Department of Civil Affairs and Foreigners - Lower Silesian **Province Office**

(Wydział Spraw Obywatelskich i Cudzoziemców - Dolnoślaski Urząd Wojewódzki - DUW) 🗣_7 pl. Powstańców Warszawy 1

At the Lower Silesian Province Office, you can apply for various types of permits, which will allow you to receive a residence card. Permits for nationals of countries outside the European Union which you can apply for at the Silesian Province Office

- include: a temporary residence permit. residence permit for long-term
- EU resident. • permanent residence permit.

European Union citizens who wish to stay in Poland for more than 90 days can apply for:

 the registration of residence of an EU citizen. Detailed information on the le-

galisation of your stay can also oe found on the "Przybysz" portal www.przybysz.duw.pl (PL/UK/EN/ Border Guard (Straż Graniczna) **9_8**

Border Guard Office in

Wrocław-Strachowice

ul. Graniczna 105A

The Border Guard is responsible for border traffic control. This office will provide you with information on the legalisation of your stay, the rules of crossing Polish borders and the situation at bor-

der crossings. Here you can get information about the rules for lifting the ban on entering Poland or find out how many days of your visa-free traffic or Schengen visa you have left.

Legalisation of work

Citizens of EU countries do not need a permit to work in Poland. People from outside the EU should legalise their work in one of the two offices with the help of

Department of Civil Affairs and Foreigners **Lower Silesian Province Office**

(Dolnośląski Urząd Wojewódzki) **9_9**

• single temporary residence and

their employer:

work permit,

work permit.

Important: Applications for a work permit are submitted by your em-

County Labour Office viatowy Urząd Pracy - PUP) **9_10** ul. Gliniana 20-22

The Labour Office is responsible for issuing:

 declarations on entrusting work to a foreigner (simplified procedure for citizens of Armenia, Belarus, Georgia, Moldova, Russia,

and Ukraine), seasonal work permits.

Important: Applications for a declaration and seasonal work permit are submitted by your employer.







Trams and buses

Urbancard Customer Service Office (Biuro Obsługi Klienta Urbancard - BOK) **₹_44** ul. Grabiszyńska 9

At the Customer Service Office, you can obtain an Urbancard, on which you can encode a ticket, file a complaint or receive an invoice for the ticket. Students can activate the semester ticket on their student ID card. You can also buy one-time and time-limited tickets at bus stops, onboard the vehicle (payment by a contactless debit or credit card only) or at kiosks.

City buses and trams in Wrocław are free of charge for students of Wrocław's schools with a valid school ID.

Timetables: www.wroclaw.pl/rozklady-jazdy or at: www.jakdojade.pl/wroclaw

Electric scooters

All you need to rent a scooter is a

Muchobór Wielki

Polish State Railways

(Polskie Koleje Państwowe - PKP)

InfoDworzec - Wrocław Main Railway Station (InfoDworzec Wrocław Główny) **9_45**

ul. Piłsudskiego 105 You can buy train tickets online, at the train station ticket office or at a train station equipped with ticketing machines. You can also buy

it onboard of a train from the conductor for an additional fee. Remember that you can also travel via train within the Wrocław city area, using your valid public trans-port ticket.

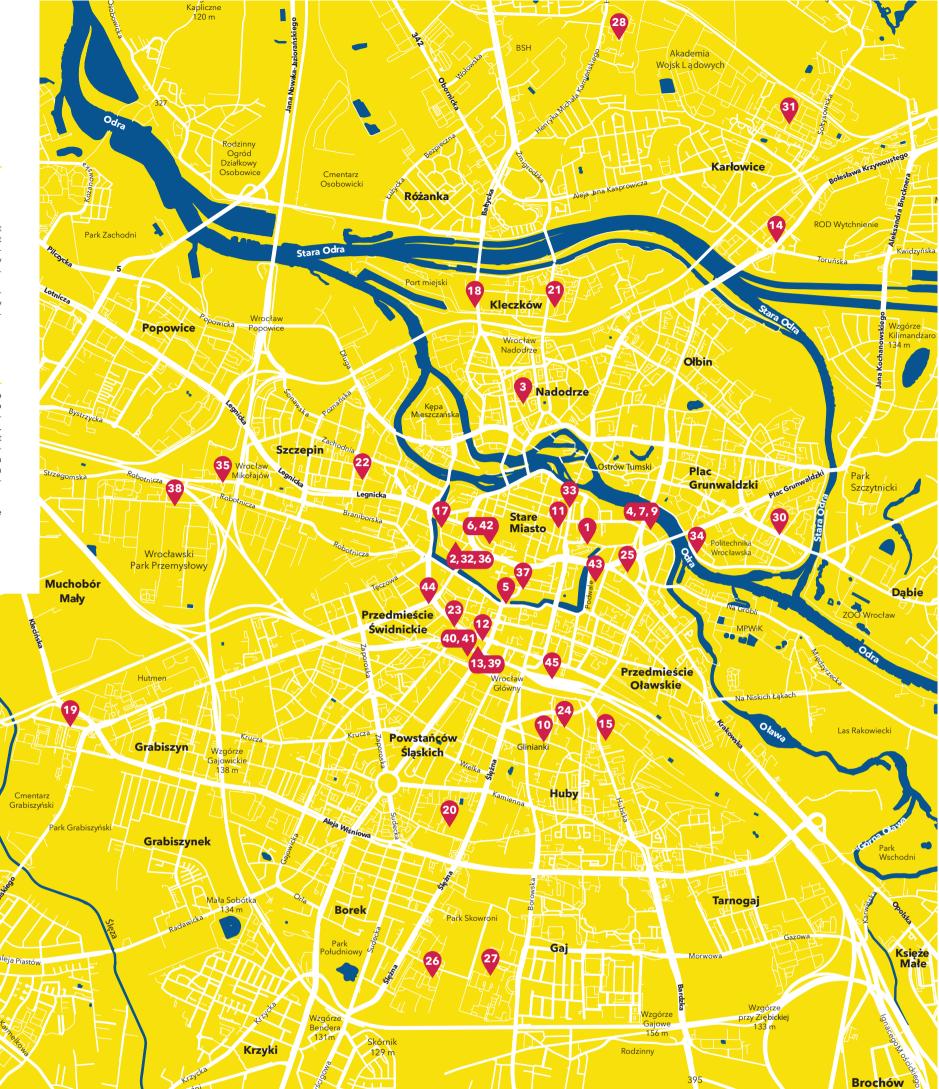
Wrocław City Bike

(Wrocławski Rower Miejski -WRM)

Wrocław City Bike allows you to cycle around the city for free (up to 20 minutes per ride), as the stations are located around the city. Before you rent a bike for the first time, you must register in the system and charge your account with a small amount of money. You can rent your bike using mobile applications or contactless cards.

You will find a map of bicycle routes in Wrocław at: www.wroclaw.pl

More at: www.wroclawskirower.pl



INFORMATION POINTS FOR MIGRANTS

pl. Dominikański 6

WroMigrant, Information and activity points for migrants Wrocław Centre for Social Development

Mokronos

Górny

50-159 Wrocław phone number: +48 71 77 24 950, +48 735 969 992, +48 538 579 521, +48 538 579 555 e-mail: wromigrant@wcrs.wroclaw.pl www.wielokultury.wroclaw.pl/wromigrant Opening hours: Monday-Friday 9:00-16:30

2 Infopoint of the Migrants' Rights Institute

ul. Ruska 46a/201 phone number: +48 510 011 846 e-mail: biuro@instytutpm.eu www.instytutpm.eu Opening hours: Monday, Wednesday 14:00-20:00, Tuesday, Thursday 10:00-14:00, Friday 14:00-20:00 (contact only by phone or e-mail)

3 NOMADA Association for the Integration of a Multicultural

Society Advice Point ul. Paulińska 4/8, 50-247 Wrocław phone number: +48 71 307 03 35 (general), +48 791 576 459 (free of charge advice point) e-mail: nomada@nomada.info.pl, counselling@nomada.info.pl www.nomada.info.pl Opening hours: Monday-Friday 10:00-16:00 Advice point Monday-Thursday 10:00-17:00

Mokronos

Dolny

Third Country Nationals Support
Office - Lower Silesian Province Office
pl. Powstańców Warszawy 1 50-153 Wrocław phone number: +48 71 340 60 73/75/76 Opening hours: Monday-Friday 8:00-16:00

Economic Development Office Economic Information Point

ul. Świdnicka 53, room 311 (3rd floor) phone number: +48 71 777 78 19, +48 71 777 75 31 e-mail: brg@um.wroc.pl www.wroclaw.pl Opening hours: 7:45-15:45

Wroclaw Agglomeration Development Agency pl. Solny 14

phone number: +48 71 783 53 10 e-mail: office@i www.araw.pl Opening hours: Monday-Friday 9:00-20:00

STAY AND WORK

Department of Civil Affairs

and Foreigners - Lower Silesian Province Office pl. Powstańców Warszawy 1 50-153 Wrocław phone number: +48 71 701 11 00 Opening hours: Monday-Friday 8:30-15:30

Border Guard Border Guard Office in Wrocław Strachowice ul. Graniczna 105A

54-516 Wrocław phone number: +48 71 358 47 00 Opening hours: Monday-Sunday 9:00-17:00

Lower Silesian Province Office

. Powstańców Warszawy 1 50-156 Wrocław phone number: +48 71 701 11 00 Opening hours: Monday-Friday 8:30-15:30

Oporów

County Labour Office ul. Gliniana 20-22, 50-525 Wrocław

phone number: +48 71 770 16 00 Opening hours: Monday-Friday 8:00-14:00

OFFICIAL MATTERS

Wrocław City Office (COM) pl. Nowy Targ 1-8, 50-141 Wrocław phone number: +48 71 777 77 77 Monday-Friday 7:45-15:45

Resident Service Centre (COM):

12 ul. Zapolskiej 4 13 ul. Bogusławskiego 8-10 14 al. Kromera 44 15 ul. Hubska 8-16 16 al. Karkonoska 45

Registry Office ul. Włodkowica 20, 50-072 Wrocław

phone number: +48 71 777 91 50 e-mail: usc@um.wroc.pl Opening hours: Monday-Friday 8:00-15:15

Social Insurance Institution Social Insurance Institution Branch

ul. Reymonta 4/6, 50-225 Wrocław Social Insurance Institution Telephone Service Centre: +48 22 560 16 00 Monday-Friday 7:00-18:00

Tax Office - Wrocław Fabryczna district

ıl. Ostrowskiego 5 53-238 Wrocław phone number: +48 71 797 73 00

Tax Office - Wrocław Krzyki district ul. Sztabowa 100 53-310 Wrocław hone number: +48 71 338 92 01

Tax Office - Wrocław Psie Pole district ul. Trzebnicka 33 50-231 Wrocław phone number: +48 71 326 52 00

Tax Office - Wrocław Stare Miasto district ıl. Inowrocławska 4

53-654 Wrocław phone number: +48 71 786 67 00

Tax Office - Wrocław Śródmieście district ul. Piłsudskiego 27-29 50-044 Wrocław phone number: +48 71 371 41 70

MEDICAL CARE

ul. Dawida 2

ational Health Fund (NFZ) **Insured Service Centre**

phone number: +48 71 797 91 31 NFZ patient's telephone information 800 190 590 (całodobowa) www.nfz-wroclaw.pl Opening hours: Monday-Friday 8:00-16:00

"Dobrzyńska" Provincial Healthcare Centre ul. Dobrzyńska 21/23

50-403 Wrocław phone number: +48 71 774 77 00 (main number); +48 71 774 77 03 to 707 (registration) Opening hours: every day 7:00-22:00 (sprains, bone fractures, cuts)

Hospital Emergency Department - Military Clinical Hospital with Polyclinic - Independent Public Complex of Health Care Facilities

50-981 Wrocław phone number: +48 71 76 60 208, 261 660 130 (Hospital Emergency Department) Opening hours: open 24 hours

Hospital Emergency Depart University Clinical Hospital in Wrocław

ul. Borowska 213 50-556 Wrocław phone number: +48 71 733 11 10 (Information)

Opening hours: daily 7:30-15:00 phone number: +48 71 733 29 64

Hospital's Emergency Departme Opening hours: open 24 hours Foundation) and Fundacja MODE (Move and Develop Fo **Hospital Emergency Departr Provincial Specialist Hospital**

in Wrocław ńskiego 73A 51-124 Wrocław phone number: +48 71 32 70 100

For children **Hospital Emergency Departme** Lower Silesian Specialist Hospital named after T. Marciniak

ul. Fieldorfa 2 50-996 Wrocław phone number: +48 71 306 44 19 ission Room: +48 71 306 42 21/22 www.sjo.pwr.edu.pl +48 71 320 31 87 Hospital's Emergency Department: +48 71 306 43 04 Opening hours: open 24 hours

(surgery ward) **Clinic of Paediatric Surgery** and Urology

urgical Outpatient Department) Curie-Skłodowskiej 52 50-369 Wrocław phone number: +48 71 770 30 16 Opening hours: open 24 hours

Provincial Specialist Hospital named after J. Gromk ul. Koszarowa 5, bud. A3, parter

51-149 Wrocław phone number: +48 71 39 25 338 Opening hours: open 24 hours

EDUCATION

Let's mów - Fundacja Ukraina (Ukraine

ul. Energetyczna 14, floor 1 53-330 Wrocław mail: info@modefo

School of Polish Language and of Wrocław ol. Nankiera 15, 50-140 Wrocław

Study of Foreign Languages -Wrocław University of Technology wyb. Stanisława Wyspiańskiego 8, 50-370 Wrocław

www.sjpik.uni.wroc.pl

+48 71 375 25 70

Language clubs: Wrocław Integration Centre -WCI ul. Strzegomska 49, 53-611 Wrocław www.wci.wroclaw.pl

Polish Speaking Club - Fundacja Ukraina (Ukraine Foundation) ul. Ruska 46a/201, 50-079 Wrocław

Language Cafe - Municipal Public Library Mediateka

a.wroc.pl +48 71 347 12 82

Culture for Foreigners - University 32

+48 71 782 35 11 Monday-Friday 7:45-15:45

+48 571 330 203

pl. Teatralny 5, 50-001 Wrocłav

Nurseries (1-3 years)

Administration of nurseries ul. Fabryczna 15, 53-609 Wrocław phone number: +48 71 365 03 46 www.wzz.wroc.pl Opening hours: Monday-Friday 8:00-15:15

EDUCATION SYSTEM Department of Education

ul. Bogusławskiego 8-10, 5th floor, room 503 50-031 Wrocław phone number: +48 71 777 85 16 e-mail: deu@um.wroc.pl

Preschool (3-5/6 years old) and primary school (6/7-14/15 years old) City Office's Education Department of Preschools and Primary Schools

Monday-Friday 7:45-15:45

olskiej 4, 4th floor, room 446 50-032 Wrocław phone number: +48 71 777 87 06 e-mail: wpp@um.wroc.pl ekrutacje.edu.wroclaw.pl Opening hours:

Secondary school (15-19 years old) City Office's Education Department of Secondary Schools

ul. Zapolskiej 4, 4th floor, room 450 50-032 Wrocław phone number: +48 71 777 77 91 e-mail: wps@um.wroc.pl rekrutacje.edu.wroclaw.pl Opening hours: Monday-Friday 7:45-15:45

Studying in Wrocław **Wroclaw Agglomeration** Development Agency (ARAW)

pl. Solny 14 phone number: +48 71 776 71 28, e-mail: office@studyinwroclaw.pl www.studv-in-wroclaw.pl Opening hours: Monday-Friday 9.00-20.00

CONSULATES

General Consulate of Germany phone number: +48 71 377 27 00

Monday-Thursday 8:30-11:30 **PUBLIC TRANSPORT**

Urbancard Customer Service Office (BOK)

l. Grabiszyńska 9 phone number: +48 71 341 12 00 e-mail: bok@urbancard.pl www.urbancard.pl Opening hours: Monday-Friday 8:00-18:00, Saturday 9:00-14:00

InfoDworzec - Wrocław Mair

Railway Station ul. Piłsudskiego 105 phone number: +48 71 71 72 107 e-mail: wroclaw.glowny@pkp.pl www.rozklad-pkp.pl Opening hours: Monday-Friday 8:00-15:15