

# WHAT YOU NEED TO KNOW ABOUT STAY AND HELP IN THE CZECH REPUBLIC?

If you need help, such as housing, safety, food, clothes, social counseling, medical care, education ect., you can contact the social-legal child protection authority in the place where you are staying now. You can find it at the municipal office of every larger city, called „Městský úřad“ or „Obecní úřad“.

## This information is for you if:

- you are under the age of 18
- you arrived:
  - on your own
  - with someone other than your parents or you found yourself alone if your accompaniment abandoned you

If you are without your parents, an adult (called guardian) will help you with your needs, including the procedure.

The guardian is there for you, he should help you with everything instead of your parents.

## What temporary protection means for you

-  You can stay in the Czech Republic until it is safe to go back.
-  You can get help to contact and reunite with your family, when it is safe for you.
-  You can have food, clothes, a safe place to stay and other things you may need.
-  You can go to school.
-  You can go to the doctor and get the medicine you need.

## Remember

- If you do not understand something, you can always ask to your guardian.
- The guardian should always listen to your wishes and opinion and will look for ways to ensure your safety and support you.
- If it is not possible to fulfill what you wish, guardian will explain you why.
- The guardian should inspire confidence to you. You can also request a change of guardian or file a complaint if you are not satisfied.



## How long does temporary protection last?

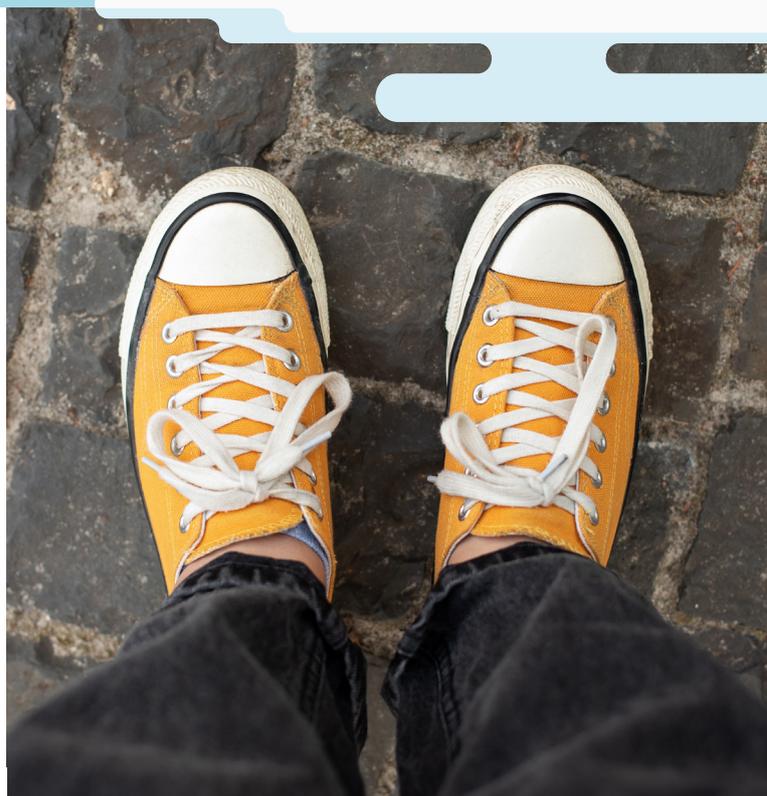
Until 31 March 2023 with the possibility of extension until 31 March 2024.

## What is the procedure for receiving temporary protection?

- An official will ask you questions about you and your family.
- You will be asked to show your identity documents (passport, ID card, etc.).
- You will receive an official document.

## Anytime you need, you can inform the authorities **POLICE, SOCIAL AND LEGAL PROTECTION AUTHORITIES** if:

- You came on your own or with someone other than your parents.
- You want to contact and find your family.
- You do not understand the language — someone who speaks your language can help.
- You feel unwell and you need a doctor or medicines.
- You are scared because someone is threatening you or trying to convince you to do something you do not want to do. You could be in danger.
- You are in trouble (you have nowhere to go, you have problems with accessing education ect.)



## For your safety Other contacts you can contact:

- If you are in danger or need help, call **112** or the police at **158**, the ambulance at **155**, the fire department at **150** - at any time. It's free.
- Never get into a car or vehicle with someone you do not know.
- Keep in contact with your family or friends.
- Keep your important documents safe (passport, ID card, etc.). Take photos of them.
- If you have a phone, do not give it to anyone.
- Never talk online to someone you do not know.
- Do not share your personal information or photos of yourself.
- Ask for support if you feel in danger because of the way you dress, look or feel.