

Portugal leaflet

1. The Portuguese government has applied temporary protection regime for people who are moving from Ukraine to Portugal. Under this regime, no proof of life risk is required upon entering Portugal and the necessary documentation is automatically assigned. As of March 3, the Immigration and Border Service (Serviço de Estrangeiros e Fronteiras - SEF) provides service desks exclusively for Ukrainian citizens in its delegations and National Support Centers for Migrant Integration (CNAIM). For addresses and working hours please visit: <https://eportugal.gov.pt/en/noticias/balcoes-de-atendimento-do-sef-exclusivos-para-cidadaos-ucranianos>

2. For coordination of transport when entering Portugal and obtaining temporary protection status, you must complete the following form:

English: <https://docs.google.com/forms/d/1SjdowXgeKE0CjRPXKmG3akV20iqRX1XvntmM08BOh50/edit?ts=6222058b>

Ukrainian: <https://docs.google.com/forms/d/18k943p-PWVh7eR0kAp-y7HDQiK92rajMxcIDRLQMe74/edit?ts=62220572>

3. If you cannot afford a house in Portugal, you can ask for support from **the High Commission for Migrations (ACM)**, which is working directly with Social Security to find accommodation for those in need.

You can send an **e-mail** to sosucrania@acm.gov.pt, fill out an **online form**:

- in English: [Expression of interest - Refugee status - Portugal \(google.com\)](#)
- in Ukrainian: https://docs.google.com/forms/d/18k943p-PWVh7eR0kAp-y7HDQiK92rajMxcIDRLQMe74/viewform?ts=62220572&edit_requested=true

You can also have access to the special regime of the [Entry Door program \(Entrance Door - Housing Portal \(portaldahabitacao.pt\)\)](#) in which financial support is granted to support the costs of accommodation in tourist resorts or the rent of a house. The support lasts up to 18 months and can be extended up to a maximum of 30 months.

More information on housing and shelter can be found here: <https://portugalforukraine.gov.pt/faqs-pt/#q6>

4. Shelters in Portugal, which specifically focus and provide housing for key populations (people who use drugs, MSM, sex workers, people living with HIV, etc.):
 - <https://ami.org.pt/>;
 - <https://www.cruzvermelha.pt/>
 - <https://www.alberguesporto.com/>
 - <https://www.nortevida.org/servicos-e-projectos/gabinete-de-apoio-casa-da-vila-nova/>
 - <https://abraco.pt/>
 - <http://www.aresdopinhal.pt/ares-do-pinhal>

- <https://www.associacaoplanoi.org/contactos/>
- <https://www.scml.pt/acao-social/populacao-em-risco/>
- <https://casa-apoioaosemabrigo.org/index.php/delegacoes/casa-albufeira>

In addition, there are three National Migrant Support Centres in Lisbon, Faro and Porto:

- CNAIM Lisboa: Rua Álvaro Coutinho, 14, 1150 - 025 Lisboa
- CNAIM Faro: Loja do Cidadão, Mercado Municipal, 1.º Piso, Largo Dr. Francisco Sá Carneiro, 8000-151 Faro
- CNAIM Porto: Av. de França, 316, Edifício Capitólio, 4050-276 Porto

You can also send an email to: sosucrania@acm.gov.pt

5. With the temporary protection title, you automatically have access to the National Health Service Number (NSNS). For more information regarding Health insurance please visit: <https://portugalforukraine.gov.pt/faqs-pt/#q6>
6. Food and clothes can be obtained via Portuguese Red Cross. For more information, contact by phone 213 913 900 or by email at teleassistencia@cruzvermelha.org.pt, from Monday to Friday, from 9:30 am to 5:30 pm.
7. Harm reduction organisations that provide services in Portugal:
 - <https://apdes.pt/pt/home/>
 - <http://www.aresdopinhhal.pt/ares-do-pinhhal>
 - <https://www.arrimo.org/>
 - <https://crescer.org/>
 - <https://www.gatportugal.org/>
 - <https://www.nortevida.org/>
 - <http://www.saom.pt/>
 - <https://braga.cruzvermelha.pt/>
 - <https://kosmicare.org/>
 - <http://www.apf.pt/quem-somos/delegacoes/apf-algarve>
 - <https://www.mapsalgarve.org/site/>
 - <https://www.gaf.pt/pt/contactos>
 - <https://www.projectohomem-braga.pt/services/projectandovida>
 - <https://www.planoaproxima.org/fazer-uma-praca/material-e-teste-gratuitos-onde/>
8. The counsellors from many backgrounds, work with different therapeutic modalities, and speak a wide variety of languages. What unites them is that they have agreed to offer free, online counselling for any person directly affected by the war in Ukraine. Most sessions are offered online. For more information please visit: <https://www.complicated.life/en/find-help-with/therapists-for-ukraine>
9. The Portuguese National Health Service is free of charge and includes OST, that is, you can access a hospital or health center and you will have to pay, at most, a user fee. With the temporary protection title, you automatically have access to the National Health Service Number (NSNS). Once you have chosen your place of residence, you must go to the local

Health Center and register yourself and your family as a resident in the area, so that you can be assigned a Family Doctor and be included in the National Vaccination Plan.

10. In Portugal from OST medications Methadone and buprenorphine is available in treatment centres and Methadone in Harm reduction services.
11. The Portugal National Health Service is free of charge and includes ART, that is, you can access a Hospital or Health Center and you will have to pay, at most, a user fee. With the temporary protection title, you automatically have access to the National Health Service Number (NSNS). Once you have chosen your place of residence, you must go to the local Health Center and register yourself and your family as a resident in the area, so that you can be assigned a Family Doctor and be included in the National Vaccination Plan.
12. Temporary protection is an exceptional procedure that ensures immediate protection, approved by the Government to guarantee support for people displaced from Ukraine, because of the recent armed conflicts in the country. Any means of proof, such as an identification document, is accepted and is sufficient to receive ART.
13. Regardless of legal status, medical appointments and public health medication are always free. Hence people can receive OST or ART treatment without applying for refugee status.

Additional information:

If you need support with translating, please contact the Telephone Translation Service (STT) of the High Commissioner for Migration (ACM):

Opening hours: Monday to Friday, from 09:00 to 19:00; Saturday from 09:00 to 17:00

Contact: +(351) 218 106 191 or 808 257 257

More information: <https://www.acm.gov.pt/-/servico-de-traducao-telefonica>