



# WHERE TO LOOK FOR HELP

## 1. ASSISTANCE DURING QUARANTINE

### SOCIAL WELFARE CENTER:

#### 1.1 WHAT CAN YOU DO?

Call the social welfare Center in the city where you live for basic information

In this particular period, social welfare Centers should focus on helping the **elderly, lonely and disabled people** - especially those in need of quarantine support. They are in the most difficult situation and are often unable to cope by themselves.



<https://empatia.mpips.gov.pl/lista-instytucji-ps/województwo-wielkopolskie>

**Warning!** If you have information about people who need help during quarantine, it should be forwarded to the social welfare Center.

#### 1.2 POLICEMEN CAN HELP!

Police officers in cooperation with Territorial Defense Forces and sanitary services check whether you are at home. These services will pay special attention to lonely, elderly or disabled people. They will provide information about such people to the social welfare Center.

**Important!** A social worker from the social welfare Center will contact you if possible by phone. It is a matter of the safety of all of us and the possible reduction of risk of further epidemic development.

**Important!** From April 1, 2020, it is mandatory to install the Home Quarantine application, which is designed to monitor the quarantine process for people covered by mandatory home quarantine. You can download it there:



<https://www.gov.pl/web/koronawirus/kwarantanna-domowa>



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## 1.3

### HOT MEAL AT HOME

If you are an elderly, lonely or disabled person, or a family - and you are unable to provide yourself with a hot meal or food, the municipality can provide such assistance upon request. Meals and

food products will be provided by the designated persons in a given commune, in cooperation with volunteers of non-governmental organizations. The social welfare Center also cooperates with the local unit of the Volunteer Fire Brigade, the Police, and the Territorial Defense Forces. These can also deliver meals and food for you, if necessary.

## 2. DO YOU NEED HELP FROM A PSYCHOLOGIST?

Call the social welfare Center in your municipality or powiat family support (powiatowe centrum pomocy rodzinie). Contact with the voivodeship or powiat crisis management center appropriate for the place of residence is also possible.

Everyone who needs psychological support can contact specialists from Territorial defense forces (wojsk obrony terytorialnej) for help. WOT psychologists are running a special hotline 24h. Their help is available to everyone. To use it, simply call 800-100-102 or use a video call in Skype.

Free remote assistance from psychologists of public institutions, NGOs and private entities ready to provide psychological support to people in particular need.



<https://www.poznan.pl/mim/wortals/news,9420/wortal,364/wsparcie-psychologiczne-skorzystaj-z-porad-specjalistow,145629>

## 3.

### OTHER

**Remember** - contact by phone or email the unit appropriate for your place of residence.

### 3.1

### GRASSROOTS INITIATIVES

In addition to contacting institutions, grassroots initiatives can be an alternative way to seek help. In social media (e.g. on Facebook), Visible Hand is an example of such activity. Also local groups dedicated to cities can be helpful.



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## 3.2 WHERE CAN I SEEK FOR HELP?

### Polish Red Cross

 <http://www.pck-poznan.pl/kontakt>

### Caritas branches in Wielkopolska Region

 <https://www.caritas.pl/szukam-pomocy>

### Center for Senior Initiatives

 <https://www.centrumis.pl>

### The Wielkopolska Coordinating Council of the Union of Non-Governmental Organizations

 <https://www.wrk.org.pl>

If you are a foreigner - check the messages published by the **embassy**, it can be helpful. We recommend you to visit the website of the **Department of Foreigners of the Wielkopolska Voivodship Office in Poznań**.

 <https://www.migrant.poznan.uw.gov.pl/pl/faq>

There are, among others, answers to frequently asked questions and updates on current situation, the website operates in three languages. If you don't know where to address or need advice on legalizing your stay and work during the COVID-19 pandemic, you feel insecure, you got lost in the regulations and you don't know how to refer to them - call / write to **Migrant Info Point** - a non-governmental organization that supports foreigners in Wielkopolska.

## 3.3 SUPPORT FROM NGO

Some non-governmental organizations (e.g. volunteering) can offer help during this difficult time. Contact your local volunteer center for further information. Also, local units of the Polish Red Cross or Caritas can provide support in times of need (e.g. in the form of dinners).

The Wielkopolska Coordinating Council of the Union of Non-Governmental Organizations runs 13 Local Volunteer Centers in Wielkopolska where you can try to get help.

**MIP** supports migrants in four languages: Polish, English, Ukrainian, Russian. MIP offers free specialist consultations, legal consultancy and consultations with a professional advisor.

 <http://www.migrant.poznan.pl>

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