

Riga Support Center for the Residents of Ukraine



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Initial activities

Helplines 24/7 – Riga Municipality/ state

(March 2nd, March 3rd)

Law on Assistance to Ukrainian Civilians

(March 3rd)

Decision of the Riga City Council on the establishment of the Riga Support Center for the Residents of Ukraine

(March 4th)

Riga Support Center for the Residents of Ukraine

Has been operating since March 7th,
weekdays 9.00-18.00

One stop agency for Ukrainians

Working algorithm (first time arrival):

1. Checking the documents and identifying the person by the **State Border Guard**
2. Registration of the **Riga Municipality**
3. Consultations and services

Establishing a new **Unit to operate the Riga Support Center for the Residents of Ukraine**

Riga Support Center for the Residents of Ukraine

The Residents of Ukraine can receive **advice and practical support**, including:

- resolving issues related to **accommodation**
- applying for a **visa, residence permits** and receiving completed documents
- applying for a **crisis benefit**, a **guaranteed minimum income benefit** and a **housing benefit**, a certificate for receiving **food parcels**,
- consultations on registration for **schools and kindergartens**,
- consultations on **employment**,
- consultations about **non-profit sector support**,
- **psychological** consultations and first aid
- free Latvian SIM cards and e-tickets for the use of public transport, etc.

Riga Support Center for the Residents of Ukraine

Adding **new services** (March 21st):

- applying for **city public transportation** ticket registration
- consultations and registration for family and other **state social security benefits**
- consultations on **higher education** opportunities



For the
convenience
of visitors

Baby care room
Children play room
Prayer room – chapel
Cafeteria/catering



NGOs, volunteers, entrepreneurs

Since the first day of the war, **NGOs** have been actively involved in providing support

Volunteers - invaluable support in running of the Center – Latvians/ Ukrainians

Donations of **entrepreneurs and businesses** provide significant support in the day-to-day running of the Center

Challenges and success

Unpredictability

Change and adaptation in action

Cooperation between state institutions, Riga Municipality and NGOs

Long term integration

Improving and adapting existing services upon necessity

New services: language courses, social inclusion activities, non-formal learning activities

Thank you for your attention!



Part of volunteers team with the Riga Mayor