

WELCOME BOOKLET FOR UKRAINIAN DISPLACED PEOPLE



**PRÉFET
DE LA DRÔME**

*Liberté
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WELCOME BOOKLET FOR UKRAINIAN DISPLACED PEOPLE

You have just arrived in France, we welcome you.
To facilitate your procedures, you will find below all the useful information.

1. Your arrival in the department

For the arrivals which are not organized by the State, it is important to inform you with the email address pref-deplaces-ukrainiens@drome.gouv.fr in order to allow your census but also so that the services of the prefecture can send you directly the necessary information.

2. Reception point, accommodation and access to first aid

The « **Diaconat Protestant** » has been mandated as a referral structure for the reception of displaced persons from Ukraine:

- Orientation towards temporary accommodation
- Assessment of immediate needs for everyday life
- Assessment of immediate and medium-term health needs
- Referral to assistance and care services

You are invited to visit the Diaconate Protestant at **97 Rue Faventines in VALENCE**. The office is open from 9am to 6pm, Monday to Friday.

Outside of these opening hours, an on-call service is available 24 hours a day, including weekends, and can be reached at **+33 6.62.30.68.31**.

The Protestant Diaconate is also reachable by email: accueil.refugies-ukraine@diaconat26-07.org

3. Your right of residence

Ukrainian citizens with a biometric passport can enter France for a short stay of less than 90 days without a visa.

Persons displaced in France due to the war in Ukraine can benefit from temporary protection. This is an exceptional measure activated by the decision of the Council of the European Union on March 4, 2022.

You are eligible for temporary protection if :

- **Case 1:** you are a Ukrainian citizen and resided in Ukraine before February 24, 2022;
- **Case n°2 :** you are not a Ukrainian citizen and you benefit from a protection (international or national equivalent) granted by the Ukrainian authorities;
- **Case n°3:** you are a family member of a person falling under case 1 or 2 (family members are: spouse, unmarried minor children and dependent parents);
- **Case n°4:** you are not a Ukrainian citizen, you have a valid permanent residence permit issued by the Ukrainian authorities and you are not able to return to your country of origin in a safe and durable manner.

To apply for a temporary residence permit "temporary protection":

- Either go directly to the prefecture (3 Boulevard Vauban in VALENCE), with a complete file - the Protestant Diaconate can help you complete your file -. The services of the prefecture will then proceed to the registration of the file, the taking of fingerprints and the delivery of the temporary residence permit;
- Or you can send your complete file to the following e-mail address: pref-etrangers@drome.gouv.fr. In this case, the services of the prefecture will summon you for your fingerprinting and the delivery of the temporary residence permit.

You can download all the documents needed to complete your application for a temporary residence permit at the following link: <http://www.drome.gouv.fr/situation-des-ukrainiens-presente-dans-le-a8261.html>.

The issuance of a temporary residence permit for "temporary protection" gives you several rights: the asylum seeker's allowance, the right to health insurance, immediate authorization to work in France, and the right to personalized housing assistance.

It is therefore important to quickly apply for this temporary residence permit at the prefecture. It is strongly recommended that you do not request an examination of your file for asylum.

4. Asylum seeker's allowance

The Asylum Seeker Allowance (ADA) may be issued to you in the context of meetings organized by the French Office for Immigration and Integration (OFII).

Once the provisional authorization of stay has been issued by the prefecture, the OFII will contact you directly, either by telephone or by email, to arrange an appointment at its premises in Grenoble (76 rue des Alliés, Parc de l'Alliance, 38100 GRENOBLE) or the prefecture of Valence (3 Boulevard Vauban in Valence).

Travel by SNCF and TER train to Grenoble is free upon presentation of the proof of the provisional authorization of stay «temporary protection».

OFII will issue you a payment card. It should be noted that this is not a withdrawal card. The ADA is paid on this payment card each month: the first payment is made within 20 to 35 days. You will receive an SMS on your mobile phone informing you of the loading of the card.

The calculation of the ADA is based on the date of issuance of the "temporary protection" authorization. The ADA is paid monthly on a scale that takes into account your resources and those of your family, as well as the number of eligible adults and dependent children.

Family composition	Daily Amount	Family composition	Daily Amount
1 person	6,80 Euros	6 persons	23,80 Euros
2 persons	10,20 Euros	7 persons	27,20 Euros
3 persons	13,60 Euros	8 persons	30,60 Euros
4 persons	17,00 Euros	9 persons	34,00 Euros
5 persons	20,40 Euros	10 persons	37,40 Euros

An additional daily amount of 7,40 € is paid to each adult.

The ADA is paid to the temporary protégé until :

- The date of the end of the validity of the residence permit;
- The end of the temporary protection as decided by the Council of Europe of the EU;
- Obtaining another residence permit.

You must inform the Territorial Direction of OFII Grenoble of any change in your personal and family situation (birth, separation, etc.), as well as any changes in your resources and any professional activity.

5. Health and Health insurance

The issuance of a temporary residence permit "temporary protection" allows you to be affiliated with the universal health protection and the complementary health solidarity. 100% of your medical expenses can be covered.

You do not have to take any steps to benefit from this health insurance: the primary health insurance fund (CPAM) will send you an email, or failing a reply a letter, with all the affiliation documents, once the provisional residence permit has been issued by the prefecture.

If you do not yet have a provisional residence permit with the words "beneficiary of temporary protection" and you need urgent hospital care, you must go to the nearest hospital with your passport or other identification.

If you are disabled or have a loss of autonomy because of your age, you can tell the Protestant Diaconate about the specific needs of accommodation or support.

To protect yourself and those around you from Covid-19, the application of barrier gestures, particularly in places of collective living, and vaccination, which is free, are recommended. You can find the necessary information on the following sites:

Covid-19 Vaccine: Understanding:

<https://www.santepubliquefrance.fr/maladies-et-traumatismes/maladies-et-infections-respiratoires/infection-a-coronavirus/documents/depliantflyer/vaccin-covid-19-pour-comprendre-fiche-a4-ukrainien>

Covid-19 Vaccine: How to Get Vaccinated:

<https://www.santepubliquefrance.fr/maladies-et-traumatismes/maladies-et-infections-respiratoires/infection-a-coronavirus/documents/depliantflyer/vaccins-covid-19-comment-se-faire-vacciner-fiche-a4-ukrainien>

Covid-19 Vaccine: Vaccinating children and youth aged 5 to 17:

<https://www.santepubliquefrance.fr/determinants-de-sante/vaccination/documents/depliant-flyer/vaccin-covid-19-vaccination-des-enfants-et-adolescents-de-5-a-17-ans-fiche-a4-ukrainien>

Coronavirus: To protect yourself and those around you:

<https://www.santepubliquefrance.fr/maladies-et-traumatismes/maladies-et-infections-respiratoires/infection-a-coronavirus/documents/depliantflyer/coronavirus-pour-vous-protéger-et-protéger-votre-entourage-fichea4-ukrainien>

6. Authorization to Work

The issuance of a temporary residence permit "temporary protection" allows you to work immediately in France. The Protestant Diaconate will organize exchange sessions with Pôle Emploi in the next few days for displaced persons from Ukraine.

If you are already looking for a job, you can register directly on the Pôle Emploi website: <https://candidat.pole-emploi.fr/inscription-en-ligne/accueil>

6.1. Special case of health professionals

Medical professionals (doctors, dental surgeons and midwives) and pharmacists can obtain temporary authorization to practice their profession by the Director General of the Regional Health Agency (RHA) in an approved structure for the training of interns or, for midwives, in the obstetrics unit of a public, private or private health facility of collective interest.

Downloadable folder : <https://www.auvergne-rhone-alpes.paps.sante.fr/conditions-dexercice-en-france-des-professionnels-de-sante-deplacés-ukraine>

Paramedical professionals may not practise their original profession in France. On the other hand, and exceptionally, these persons will be able to carry out the tasks assigned to health-care assistants (acting as health-care assistants) or to other professions not falling within the scope of a medical auxiliary profession in a health-care or medical-social establishment.

For this type of application, the documents to be provided to the ARS are: photocopy of the diploma + certificate of entitlement to health insurance + place of practice

Contacts of the Auvergne-Rhône-Alpes Regional Health Agency for displaced health professionals in Ukraine are as follows:

- Health facilities: ars-ara-dos-bureau-ph@ars.sante.fr
- Medical and social institutions: ars-ara-da-correspondant-veille@ars.sante.fr
- Phone: +33 4.27.86.56.74

6.2. Cases of researchers

Under the PAUSE programme, any Ukrainian researcher can be hosted in a research laboratory for a period of 3 months.

7. Schooling of children

All children aged 3 and over present on French territory, regardless of their parents' situation, must attend school. In order to enroll your children in school, you can directly contact the directors of the

schools closest to your place of residence. The city hall services will also be able to direct you to the school, college or high school where you live.

The following email address is also available to all displaced persons: cellule-ukraine@ac-grenoble.fr

Whenever possible, children will be welcomed in educational units for newcomer allophone students (UPE2A) or in French as a foreign language (FLE) modules. In all cases, students are enrolled in a regular class and receive support in teaching French as a second language, according to their needs and their linguistic and language skills.

A program for parents, "Opening the school to parents for the success of their children" (OEPRE), can also be offered in different parts of the department. It aims to promote the integration of parents of newcomers, immigrants or foreigners outside the European Union, by involving them in their child's education.

The objective of the training courses is to allow :

- the acquisition of French (understanding, speaking, reading and writing)
- knowledge of the values of the Republic and their implementation in French society
- knowledge of the functioning and expectations of the school with regard to students and parents.

For more information and a list of contact points, please visit: <https://www.education.gouv.fr/info-ukraine>.

8. Welcoming students

If you are a student receiving temporary protection, you can apply for enrolment in French higher education by contacting the Campus France agency at ukraine@campusfrance.org

After filling out a form, the institutions will contact you to propose courses adapted to your situation and to consider your registration from this academic year. You will also be directed to enroll in an institution for the next academic year.

Once you have been admitted to an institution, you can contact the Regional Centre for Academic and School Works (CROUS) on the website <https://www.messervices.etudiant.gouv.fr/envole/>

On the same portal, you can take all your steps (accommodation, request for financial assistance, appointment with social services for emergency assistance or the allocation of the meal to a euro, payment of the student and campus contribution – CVEC).

Find out from Crous via this link: <https://www.etudiant.gouv.fr/en/les-crous-1984>

9. Care for children under three years of age

Your children can be welcomed up to three years in a crèche located near you. These are listed on <https://monenfant.fr/>.

For an emergency reception of your child, an application can be made directly to an institution that will give a favorable response according to its internal organization. For a more lasting welcome, the steps are to be made with the town hall of your place of accommodation.

10. Aid from the family allowance fund (CAF)

Temporary protection entitles you to the following assistance:

- Accommodation allowance, which may be increased by the family supplement;

- Birth Bonus;
- Education Allowance for Disabled Children (AEEH);
- Family Support Allowance (FSA).

To benefit from these aids, you can turn to the Protestant Diaconate who will accompany you in your efforts.

You can also go directly to the family allowance fund (CAF), located at 10 rue Marcel Barbu in VALENCE.

11. Language assistance and learning French

The Protestant Diaconate has interpreters on its teams who can accompany and help you, particularly in your administrative procedures.

You will find on the following link a map of the socio-linguistic workshops in the Drôme department: <https://parlera.fr/wp/cartographie-linguistique/>, socio-linguistic workshops in the Drôme department.

French Foreign Language (FLE) courses can be provided for children attending school by the services of the National Education. Parents can also take French classes at school.

12. Food and other basic needs

The Protestant Diaconate is the structure to contact if you need food or any other basic necessities (e.g. products for children). The Protestant Diaconate will coordinate the response to your request with other associations (Restos du Coeur, Secours catholique, Croix Rouge, protection civile...).

13. Money and banks

- **You are a Ukrainian citizen and you wish to open an account** in France: It is possible if you are able to produce the required documents to open an account. Nevertheless, the opening of an account in a bank is a matter of contractual freedom of the bank. If you are unable to open an account, as long as you are a resident of France, you can request the right to an account.
- **To benefit from the procedure of right to the account:** the requests must be accompanied by certain documents: a form of exercise of the right to the account, a proof of identity, the letter of refusal of the establishment having refused to open the account and a proof of residence.
- **You have hryvnia banknotes and you want to exchange them into euros:** in practice, the exchange of hryvnia into euros can be difficult to perform. The exchange offices in France do not handle, with some exceptions, exchange operations for Ukrainian currency. The Banque de France does not carry out any foreign exchange operations. As for banks, they rarely practice manual exchange and it is generally reserved for their clients. You can ask your bank in France if it offers a foreign exchange service for Ukrainian currency.
- **You are an individual and you hold an international card (Visa or Mastercard) issued by an Ukrainian bank:** Cards issued by a Ukrainian bank can be used in the European Union: cardholders (whether Ukrainian or not) can pay at European/French merchants and withdraw

cash from an ATM, within the limits of the usage limits specific to each card contract. However, this use of cards may be affected by the ability of Ukrainian banks to operate.

- **You have funds deposited with a bank in Ukraine and you wish to repatriate them:** as far as transferring funds from a bank account in Ukraine to a bank account in France or in the European Union is concerned, there are no restrictions in force, except for the ability of Ukrainian banks to process the operation in the current situation. The bank located in France or in the EU will have to carry out, upon receipt of these funds, the checks provided for by the legislation on the fight against money laundering and the financing of terrorism (control on the origin of the funds).

In the department of Drôme, you can contact the Bank of France to make an appointment, on 04.75.79.73.51.

The addresses of the Bank of France where you can go, by appointment, are:

- Valence branch, 13 Boulevard Bancel in VALENCE (9:00-12:00 and 1:30-5:00 Monday to Friday);
- Montélimar Reception and Information Office, 1 avenue Saint-Martin, Maison des Services publics, in Montélimar (Wednesday to Friday, 9:00 a.m. to 12:00 p.m. and 1:30 p.m. to 4:30 p.m.);
- Romans Reception and Information Office, 44 rue Palestro, Centre communal d'Action sociale, in Romans-sur-Isère (on Thursdays, from 9 am to 12 pm and from 1.30 pm to 4.30 pm).

In order to withdraw cash, it is possible to do so from a **manual money changer**. The manual changers near VALENCE are:

Designation	Adresse	City
ENVOL VOYAGES	24 avenue René Cassin	LYON
FERNEYDIS	Route de Meyrin	FERNEY VOLTAIRE
GOLDFINGER	81 rue de la République	LYON
COMPTOIR DE GRENOBLE DE CHANGE	5 rue Philis de la Charce	GRENOBLE
GLOBAL CASH SUD EST	3 rue de la République	LYON
TRADING EL	5 Place Charles Béraudier	LYON
CASH EXPRESS EXCHANGE	14 rue Aimé Collomb	LYON
AGORA CHANGE	1 Rue de la République	GRENOBLE
SIBILLE J&L	1 Rue de la République	BOURGOIN JALLIEU
KEPPO	2 Rue Antoine Coysevox	LYON
GODOT GRENOBLE	9 Place Victor Hugo	GRENOBLE

14. Driver's license

If you hold a provisional residence permit, your driving licence is recognised for as long as you stay regularly on the national territory.

If you are required to extend your stay, your Ukrainian driving licence will be recognized in France for one year after the acquisition of the normal residence in the national territory (this residence being acquired by the delivery of the first residence permit).

It should also be specified that, in case of control, the foreign licence must be presented with an official French translation (art. 3 of the decree of 12 January 2012).

15. Pets

Ukraine is one of the countries at risk of rabies. For individuals arriving on French territory with their pets:

- You must immediately make an appointment with a veterinarian for animal identification, complete vaccination including rabies, issuance of a veterinary passport, preventive care (deworming, sterilization) and curative care;
- For this, provide identification: passport, residence permit, etc.;
- Inform the veterinarian of your provisional address (reception centre) and any change of address;
- Veterinary consultation will be free of charge as it will be handled by associations.

We thank you for informing the Protestant Diaconate of the presence at your side of any domestic animal: accueil.refugies-ukraine@diaconat26-07.org

You will find all the necessary information via the link, <http://www.veterinairespourtous.fr/>.

16. Phone and Internet

The French operators have mobilized to accompany the displaced from Ukraine: for all those present in France having relatives in Ukraine, the operators have taken special measures to lower the price of communications, or even make them free.

The Auvergne-Rhône-Alpes Post offers free smartphones to displaced people in Ukraine. If you need a telephone, you can contact the Protestant Diaconat (reception.refugies-ukraine@diaconat26-07.org) who will provide the link with La Poste.

17. Transports

For beneficiaries of temporary protection, travel by TGV and TER is free.

School transport is also free for school children.

18. Protections

France welcomes you and protects you. If you are in danger, immediately alert the internal security forces (police/ gendarmerie). In case of an emergency, call immediately on the 17th.

If you are concerned or concerned about a child in danger, you can call 119.

Reception facilities are put in place to offer you a dignified and free accommodation, waiting for you to find a more sustainable accommodation. If the person hosting you asks you to pay him a rent or any favor in exchange for his welcome, go to the nearest police station or gendarmerie to report it.

19. Useful links and contacts

Embassy of Ukraine in France : <https://ua.aideukraine.fr/>

Direct information line 24/24 and 7/7: +33 1 87 66 66 12

To find the nearest town hall to your accommodation:

<https://www.annuaire-administration.com/mairie/departement/>

For children's schooling: <https://www.education.gouv.fr/info-ukraine>

France Services (for information, support in your administrative procedures or access to a computer and the Internet): <https://www.cohesion-territoires.gouv.fr/france-services>

Platform « I Commit to Ukraine » (sheets translated into Ukrainian help you in your efforts): <https://sponsoriainage.refugies.info/ukraine>

For any additional information:



Welcoming displaced persons from Ukraine
Welcome to the Drôme!

