

Welcome to Sweden

Here you find useful information on where to turn with different questions during your first months in Sweden.

Relevant authorities

The Migration Agency (Migrationsverket) is the central authority that considers applications from people who want to take up permanent residence in Sweden, visit, seek protection from persecution or get Swedish citizenship. The Migration Agency's responsibility includes providing housing and money for food to asylum seekers. Information in English for persons coming to Sweden from Ukraine: <https://www.migrationsverket.se/English/About-the-Migration-Agency/The-situation-in-Ukraine.html>

Phone number to central agency: 0771-235 235.

Visiting Address in Västmanland:
Kopparbergsvägen 4, Västerås

The municipality (kommunen) is the local authority closest to the inhabitants. The municipality is responsible for receiving newly arrived refugees. Persons who have residence permit as a refugee are entitled to financial and other support from the municipality where they live.

You can contact [municipality] by phone [xxx-xxx xxx xx] or e-mail [dddd@kommun.se]. More information is available on the municipality's website [www.kommun.se].

The County Council (Region Västmanland) is responsible for ensuring that you receive the health and medical care you need.

Healthcare

Call 1177: Call 1177 or +46 771-11 77 00 if you need to talk to a nurse. You can also get information on where to seek further help. The nurse will answer in Swedish but will be able to help you in English.

Healthcare clinic (vårdcentral): Contact a "vårdcentral" if you are ill or injured or need maternity care. The staff at the clinic can help you with most problems. Information in English: <https://www.1177.se/en/Vastmanland/other-languages/other-languages/soka-vard/soka-vard-om-du-ar-asylsokande-eller-papperslos---andra-sprak/>

Interpreter: You can get help from an interpreter if you do not speak Swedish. Let the healthcare staff know when you make your appointment. The interpreter will either be in the room with you or interpret over the telephone. More information: <https://www.1177.se/en/Vastmanland/other-languages/other-languages/regler-och-rattigheter---andra-sprak/tolkning-till-andra-sprak---andra-sprak/>

Professional secrecy: It's important to know that healthcare staff and interpreters have a professional secrecy obligation. They are not allowed to talk to other people about things you say unless you give them permission to do so.

Anxiety support: Numerous organisations offer support by phone, chat or e-mail. For example, the Red Cross or the Church of Sweden.

Emergencies

If you are in immediate danger, call 112. The alarm operator will alert the rescue service, emergency services, police or ambulance.

Childcare and schools

Children and young people who have received a residence permit or have applied for asylum have the right to education in Sweden. The municipality is responsible for primary and secondary education.

- Pre-school: Children between 3 and 5 years
- Primary school: Children between 6 and 16 years
- Upper secondary school: Young people who have graduated from primary school

There are also classes and schools for children and young people with special needs.

Public library

All municipalities have public libraries. At the library, you can use computers with an Internet connection and read newspapers in different languages for free.

Leisure activities and sports

There are plenty of public playgrounds and fields for football, tennis, basketball etc. Your municipality can provide information about sports and cultural activities.

Transports

Public transport by bus in Västmanland is ensured by VL. On VLs website you will find timetables and other traffic information: <https://vl.se/>. You can travel by train to all major cities in Sweden. Information and tickets: www.sj.se.

Pets

Force majeure exceptions apply to pets who enter Sweden from Ukraine together with their owners. If your pet has not been controlled by customs staff at the border, you need to contact a veterinarian as soon as possible for rabies testing. The Swedish Board of Agriculture (Jordbruksverket) will cover the costs for this. If you have any questions, please contact Jordbruksverket at 0771-223 223 or fraga@jordbruksverket.se.

Embassy of Ukraine

Phone number: +46 8 522 28 400 or +46 8 522 28 401. E-mail: emb_se@mfa.gov.ua

Red Cross

The Swedish Red Cross offers migration counselling for persons who have lost touch with relatives in Ukraine. Call 020-415 000 (Wednesdays 09:00 – 12:00). More information at: <https://www.rodakorset.se/var-varld/har-arbetar-vi/ukraina/migrationsradgivning-gallande-ukraina/>