

Information for Ukrainian nationals arriving in the UK

The British Red Cross supports people from Ukraine who are in the UK.

Advice on accessing benefits, housing and registering with a doctor and school is available by scanning the QR code or accessing the website

<https://www.redcross.org.uk/get-help/get-help-as-a-refugee/help-for-refugees-from-ukraine>. More information can be found by contacting the local authority where you are living.



Emotional support is available by calling the free British Red Cross support line: **0808 196 3651** (open between 10am - 6pm daily). If you need a support line interpreter, call and say 'can I speak to an interpreter?'

What is happening can arouse powerful and disturbing feelings which can affect people in different ways. There is no right or 'normal' response, everyone will have an experience and response which is individual to them, and the process of dealing with that response is unique to each person. Acknowledging how you are feeling will help you to work through those feelings and responses. What can help is doing things that make you feel safe and connected, addressing your immediate physical and social needs and accepting that how you feel now isn't permanent, but, just for now, it is how it is. Asking for and accepting help is a sensible way to get through.

Ukrainian charities and organisations in the UK offering support to Ukrainian people in the UK, including the Association of

Ukrainians of Great Britain can be accessed at
<https://www.augb.co.uk/about-the-augb.php>

If you are looking for missing family in Ukraine, we may be able to help. Email your full name and telephone number to findyour_family@redcross.org.uk. Someone from the International Family Tracing service will contact you as soon as possible.

Information about the immigration routes available for Ukrainian nationals in the UK, British nationals and their family members as well as support available

<https://www.gov.uk/government/publications/immigration-information-for-ukrainians-in-the-uk-british-nationals-and-their-family-member>

If someone puts pressure on you to do things you do not want to do and benefits from this or, you are feeling unsafe, seek support from the Red Cross, another aid organisation or the authorities.

If in danger, or have a medical emergency call the emergency services on 999 and explain the situation.

To leave feedback for the British Red Cross and the support we provide please scan the QR code or go to the link: <https://feedback.redcross.org.uk/s/CR-CR04/>

