



Fast Facts: Supporting Ukrainian Nationals



Ireland continues to welcome Ukrainian nationals since the outbreak of war and more will follow as the situation develops. We're all aware that some will have endured very difficult journeys to get to Ireland. The highest priority for persons arriving in the country will be finding somewhere to reside and addressing any medical concerns they may have. Helping Ukrainian Nationals access healthcare will form a key part in their experience of Ireland and will have a big impact at this traumatic time.



Where can I direct people for HSE-specific information on how to help Ukrainian nationals?

- You can direct Ukrainian nationals in need of basic information to www.hse.ie/Ukraine
- The page is also available in the Ukrainian and Russian languages

Why is information also available in Russian?

- Roughly 30% of Ukraine's population speak Russian as their first language.



What services are currently available to Ukrainian nationals?

- Links to apply for a Medical Services Card in Ukrainian and Russian
- A medical card will be needed to access medical services
- Health screening services are provided upon arrival
- Access to COVID and other infectious disease vaccinations



Are these services up and running at the moment?

- The HSE is coordinating its services with other government agencies
- The government as a whole is in the process of making arrangements for medical services, housing, education, and other needs as the country gets a better picture on how many people will be in need of help and supports

Learn more at www.HSE.IE/Ukraine



What if someone asks for help and they don't speak English?

- Medical emergency guides offering English-Ukrainian and English-Russian phrasebooks are available for downloading and sharing



What other information can I provide to Ukrainian Nationals?

- The HSE is just one of many organisations involved in the humanitarian relief efforts
- The Department of Justice has a website with quick facts and information for Ukrainian nationals and their family members wishing to travel to Ireland <https://www.irishimmigration.ie/faqs-for-ukraine-nationals-and-residents-of-ukraine/>
- Additional information on what to do on arrival, accommodation, social welfare, education, and employment options can be found at www.gov.ie/ukraine

How often will information be updated?

- The situation is changing on a daily basis. Updates will be provided through dedicated websites and future messages sent to the general public, to Ukrainian nationals, and to all HSE staff

What if a friend, neighbour, or family member want to help, where can I direct them?

- You can direct them to a page focused on how people and businesses can get involved and provide help at <https://www.gov.ie/en/publication/d7cf1-how-people-can-help/>

Where can I get help if I have been directly impacted by the crisis?

- If you have been directly affected by the crisis or need some support, the Employee Assistance Programme is available to you
- Information on how to access it can be found at <https://healthservice.hse.ie/staff/benefits-services/benefits/counselling.html>



What else can I do to help?

- For the moment, if you have additional questions about available services or questions specific to an individual case, please contact your line manager for assistance

Learn more at www.HSE.IE/Ukraine