

Doubly excluded

A guide to the time of the pandemic

Each of us is going through a difficult time during the COVID 19 pandemic. Feelings of fear, threats, stress related to health, work and finances accompany us on a daily basis. We know that many of you feel loneliness, exclusion and isolation are not a stranger, because you have unfortunately also experienced this before the coronavirus as representatives of minorities exposed to exclusion. We can therefore realize that this time is even more difficult when the direct support of your communities, friends and acquaintances is often lost.

We want to assure you that you are not alone, there are many places and great people who will help in a crisis, which is why we have prepared this guide for you. You will find information, advice, phone numbers and addresses of places that provide support.

Below you will find information about the pandemic, especially about support for groups at risk of exclusion, for people with disabilities, for people experiencing violence, for LGBT + and for foreigners.

Please contact us at rrt@um.krakow.pl



"Hope comes to a person along with another person"

Selfcare during the COVID – 19 period



The outbreak of coronavirus and the associated changes in the organization of everyday life are an unprecedented challenge for all of us. For some, the time of home isolation will be a period that will allow you to rebuild family relationships, review your professional goals, or self-development. For others, it will prove to be a source of stress, economic uncertainty, or tension in relations with loved ones. Regardless of how you experience the time of the epidemics, remember that you have the right to your feelings and reactions. If you are facing an emotional crisis, experience violence or discrimination, need help, this guide will tell you where to look for help.

REMEMBER! Take care of yourself and avoid the risk of infection: wash your hands often, sneeze in your elbow flexion, avoid clusters of people, monitor your health, wear a mask, and in case of alarming symptoms, contact medical services immediately. Follow the recommendations of the authorities posted on the following website: www.gov.pl.



Financial problems and employee rights

The pandemic that caused the stopping of many sectors of the economy inevitably caused a crisis that caused many of us lose our jobs or earning opportunities.

- The "Crisis Shield" responds to many of the situations. It is worth mentioning that it also covers aid for people working on the basis of contracts for specific works, mandate contracts and conducting their own business activities ([link](#)).
- If your employer is in financial trouble and you are unable to work, you are entitled to a idle-time allowance of 80% of the minimum wage, irrespective of the basis of employment.
- Krakow, with a view to the difficult situation of shop owners, service and catering premises or carriers, has taken steps that will facilitate the operation of business entities in a crisis time for them and launched the "Pause" program ([link](#)).
- Help is available for people working in the cultural sector under the #kulturaodporna [#cultureproof] program ([link](#))
- The District Employment Office also informs about the many possibilities of aid and support in taking up employment during the COVID -19 crisis ([link](#)).
- Remember that Landlords cannot terminate their rental agreements or increase your rent or fees without your consent until June 2020.

The situation is certainly extremely difficult, which is why it is so important to be aware of your employee rights. We recommend the website of the National Labor Inspectorate, where detailed information about the duties and rights of the employer and employee is located ([link](#)). There are also special Crisis Advisory Points operating in Krakow, they will answer many questions, more information and contact details can be found at: krakow.pl

Where to look for psychological support?



Feelings of uncertainty, fear for our health and our loved ones have accompanied us in recent weeks and many of us naturally need psychological support. Such help can be found thanks to the special telephone lines launched in cooperation with the city by the Krakow Institute of Psychotherapy and the Siemacha Association. Contact with a psychotherapist or psychologist is available to all residents and is completely free of charge. Therapists are available from Monday to Friday from 10.00 am to 6.00 pm at the following phone numbers: 783 222 700, 603 890 858 and 661 011 023.

What if you are pregnant?

Pregnancy during a pandemic is a huge stress for every woman. We recommend you follow the Childbirth with Dignity Foundation website, it clearly shows many key issues ([link](#)) and a guide for pregnant women prepared by the European Center for Disease Prevention and Control ([link](#)).

Wsparcie dla osób doświadczających przemocy



*During the pandemic, when restrictions on staying at home apply, it is particularly worrying that there is a significant increase in reported violence. Unfortunately, home is not a safe space for everyone, that is free from aggression. The consequence of being in lock-down, with often tragic effects, the closing of people experiencing violence and their violent partners in one space. The situation of such people, in the face of isolation, but also growing conflicts, often caused by stress, the inability to leave the house and closed centers, is becoming more and more difficult. We cannot allow anyone in such a situation to be left without support and shelter. In Krakow, the Crisis Intervention Center, dedicated to such situations, operates round the clock, at ul. Radziwiłłowska 8b, specialists working can be reached at: 12 421 92 82. Anyone experiencing violence can also call the **Specialist Support Center for Victims of Family Violence** at Osiedle Krakowiaków 46, at: 12 425 81 70.*

In an emergency, it's best to contact the Police directly by calling 112 or 997.

RECOMMENDED PUBLICATIONS

If you remain in quarantine and experience domestic violence or feel threatened in any form, it's worth making a personal emergency plan. Thanks to this you will be prepared, you will know how to react, where to ask for help. Such action is recommended by the Ombudsman, who, in cooperation with non-governmental organizations, has prepared a special document entitled "Contingency Plan. For People Experiencing Coronavirus Epidemic Violence", available here: [LINK](#)



Remember never are you guilty of the violence you experience!

Help, even during the pandemic is available to you anytime!

IMPORTANT

You can also contact the Krakow branch at 780 079 988 or by email at: cpk_krakow@cpk.org.pl

**24/7 HELPLINE
600 070 717**

Wsparcie dla osób z niepełnosprawnością



As a result of the COVID-19 epidemic, people with disabilities, their families and carers found themselves in an extremely difficult position. Closing schools and institutions, limiting mobility, lack of access to therapy and rehabilitation, increased risk of infection, a sense of loneliness and stress contribute to the deterioration of the situation of this social group. The World Health Organization includes people with disabilities at a higher risk of coronavirus infection due to limited access to hygienic infrastructure, the inability to maintain physical distance from other people, the need to touch different surfaces and difficult access to information. In response to the challenges of the epidemic, support mechanisms have been prepared for people with disabilities and their carers.

New solutions in the field of jurisprudence, subsidies for salaries or additional care allowances are to prevent the effects of the crisis caused by the epidemic and facilitate the daily functioning of people with disabilities. Exceptional circumstances require custom actions. The introduced support tools included new benefits from the State Fund for the Rehabilitation of the Disabled, the possibility of obtaining a disability certificate without a direct examination, pursuant to the documentation attached to the application (more information: [LINK](#)), as well as additional care allowances for carers of children under 18 years of age. As part of the so-called Anti-crisis shield, solutions supporting employers employing persons with disabilities and, among others Occupational Activity Establishments and Occupational Therapy Workshops, were introduced.

Access to information related to Covid-19 for deaf people is guaranteed by a dedicated video helpline that operates 24 hours a day, 7 days a week through the following:

- **Skype messenger - login: Coronavirus-Translator**
- **JMIMO messenger: phone number 609 939 546**
- **on-line sign language translator application: <https://pzgomaz.com/login>**



FINANCIAL AID

Additional care allowance for carers of children with disabilities up to 18 years of age, obtained based on a declaration submitted to the employer. More information: [LINK](#)

Financial aid from PFRON to finance the costs of care at home for people who have lost the ability to use the services of a rehabilitation facility. More information: [LINK](#) or PFRON helpline telephone number 517 373 975, 22 581 84 10ext. 3 and SOW helpline telephone number 800 889 777

IMPORTANT WEB SITES

- www.niepelnosprawni.pl
- www.niepelnosprawni.gov.pl
- www.krakow.pl/bezbarier
- www.ops.pl
- [Portal Pomocy Społecznej](#)

The need for assistance with shopping and other matters that require leaving the house can be reported by people with disabilities by the Municipal Social Information Center hotline - telephone number **731 349 699** (Mon-Fri 9.00 am to 5.00 pm) or by email: [mcis @ fundacjaamanufakturaemocji. en](mailto:mcis@fundacjaamanufakturaemocji.en)

Krakow seniors can also contact one of the local Senior Activity Centers(CAS) in Krakow for help. Please call 603 359 864 (Monday to Friday from 10.00 am to 2.00 pm). CAS list [LINK](#)

We also recommend the [Widzialna Ręka Kraków](#) group for the residents of Krakow on Facebook; it connects people who need help with those who help. The [Wspieramy Mamy w Krakowie](#) group for carers of children with disabilities is also operating. Warm meals and additional help are also brought by the initiative of the inhabitants of [Kraków Pomaga](#).

Wsparcie dla obcokrajowców/czyń



Krakow is a multicultural city inhabited by many foreigners who work and study there. In the face of a pandemic, their situation is often exceedingly difficult due to job loss and related residence permits in our country, or problems with obtaining health information due to language barriers. In our guide, we have tried to include all the information, important telephones and addresses that will help in this situation.

Alle the importnat information You will find on [Otwarty Kraków](#) website or [COVID-19 INFO LEAFLET FOR MIGRANT POPULATIONS](#)

You do not have insurance and wonder how much it costs to see a doctor?

In connection with the coronavirus pandemic, diagnosis and treatment of COVID-19 are free of charge. It does not matter where you are from, what kind of citizenship you have, whether you have your insurance or not. In Poland, we protect everyone's health and therefore you will not pay for a doctor's visit also if you do not have insurance or are temporarily staying in Poland (e.g. visa-free travel) and you only have travel insurance. You do not have to pay for coronavirus tests or for COVID-19 treatment, because in the case of coronavirus everyone - both Polish citizens and foreigners - have free medical care.

There is an Information Point for Foreigners in Krakow in Krakow where you can talk to a consultant in Polish, English, Russian and Ukrainian. The point is located at 2/28 Batorego Street, but now all consultations take place in electronic form (info@migrant.krakow.pl) or by phone (+4812 312 06 46) and on [Facebook](#).

IMPORTANT WEBSITES

In Poland, many institutions work for the benefit of migrants. If you are looking for information and support, check the following websites:

- [U - work](#)
- [Legal intervention](#)
- [Immigration Forum](#)
- [Małopolski Urząd Wojewódzki](#)

Are you looking for support for your child who is studying in a Polish school?

Help for students with migration experience and foreign students is provided by the Specialist Psychological and Pedagogical Counseling Center for Children with Educational Failures at ul. św. Gertrudy 2. There are pedagogues / psychologists / psychologists, speech therapists as well as teachers of Polish as a foreign language. mail: pppddd@op.pl tel. (12) 4224383 and 660637312

Where can I learn Polish for free?

- We recommend the platform for learning Polish [Po polsku po polsce](#)
- Materials for students in grades I - III: [LINK](#)
- Support for students and their parents: [LINK](#)
- Psychological help: [LINK](#)



What to do when your right to reside in Poland has expired?

Remember that according to temporary provisions, your stay in Poland is legal up to 30 days after the cancellation of the epidemic or emergency status. You do not have to extend your stay, apply for a visa or apply to the office for permission during this time. If you had a valid work permit or registered declaration and it has expired, you have the right to continue working with the same employer. However, if you have been dismissed or you are changing your employer, you must apply for a new permit / declaration. This can be done by post or ePUAP.

Wsparcie osób LGBT+

Isolation and quarantine are difficult especially for single people and young LGBT + people who are exposed to aggression and homophobia and do not have accepting families. In connection with the epidemic, there is also no access to friendly and safe spaces and events, which, especially in May, were abundant in Krakow. Therefore, some organizations encourage activity and participation in online events. The Krakow Queer May Association invites you to online editions of Krakow's open LGBT+ meetings, discussion clubs, conversations with people from the LGBT+ community and online events. The offer of the Krakow Equality Center - DOM EQ also includes online meetings, workshops and trainings as well as an online library and meetings for young people.

Queerantanna

If you are looking for a company for online conversation, games, rainbow film and book recommendations - check out the friendly LGBT+ group on Facebook, Queerantanna! ([LINK](#)),



RECOMMENDED PUBLICATIONS

- *Situation of LGBT+ Persons in Poland* [LINK](#)
- *VIOLENCE AND EMPOWERMENT PSYCHOLOGICAL SUPPORT FOR LGBTQ PERSONS* [LINK](#)

If you need support and conversation:

- The Lambda Warsaw Helpline operates from Monday to Friday from 6.00 pm to 9.00 pm. Telephone number: **22 628 52 22**
- Queer May Association provides psychological support via Skype (Queer Maj user) every Monday from 4.00 pm to 7.00 pm and via email: support@queerowymaj.org
- DOM EQ - Krakow Equality Center invites you to psychological consultations online: wsparcie@znakirownosci.org.pl
- The Campaign Against Homophobia offers legal assistance: bezpieczniej@kph.org.pl

If you are looking for a community locally and want to get involved?

- Queer May Association [LINK](#)
- DOM EQ - Krakow Equality Center [LINK](#)