



Welcome to Östersund!

We are so sorry for what is happening in your country and that you have had to flee. We hope you will enjoy your time with us in Östersund.

Östersund Municipality is the local public organisation in charge of schools, care for the elderly, community planning, culture and leisure, etc.

Support in everyday life

The municipality and other organisations will help you to live as normal a life as possible.

Together, we make sure that you have access to healthcare, that your children go to school and preschool, that you have the opportunity to learn Swedish and to understand Swedish society. We can also help adults find work.

For more information on how the municipality can help you, click here:
<https://www.ostersund.se/ukraine>



Schooling/childcare

Primary school: the municipality offers schooling to all Ukrainian children aged 6-16 at the Park School (see map). The school is taught by qualified teachers and there will be Ukrainian and Russian speaking staff.

In order to start school, an application for school needs to be made. You do this at the municipality's Customer Centre.

Open preschool: we welcome children of all ages accompanied by an adult to the Open preschool at Z-gränd.

You and your child can play, sing, and meet other children and adults.

There will be Ukrainian and Russian speaking staff on site.

Address: Prästgatan 32, floor 4.

For opening hours see www.ostersund.se/welcome.

Preschool: children aged 3-5 are entitled to 15 hours of public preschool per week, even if you are not working or studying.

If you are working or studying, you are entitled to preschool for your child aged 1-5 while you are working or studying.

To get a place in a preschool, an application must be made to the municipality's Customer Centre.

The library - a meeting place

The library is located in the centre of the city, next to the bus station. It has access to computers and a selection of books in many different languages and easy-to-read English.

There is a large children's section with storybooks and fun games. The library has a café.

Visit Jamtli

Another meeting place is Jamtli just west of the city centre. Jamtli consists of an indoor museum with exhibitions, and an outdoor museum with historic houses and farms. Admission is free if you show your Ukrainian passport and/or your UT card.

Customer Centre Contact details

You can call **+46 (0) 63-14 30 00**, weekdays between 08.00-16.00.

You can also visit our Customer Centre in Österäng. We are located at Förlandsgränd 1C, (see map).

You enter from the courtyard, via Förlandsgränd.

You can also email:

kundcenter@ostersund.se.

Information about the Migration Agency

The Swedish Migration Agency is responsible for admitting refugees to Sweden. Their telephone number is 0771-235 235. The nearest office is in Sundsvall (see map).

On their website there is information for people from Ukraine.

<https://www.migrationsverket.se/ukraine>



In case of illness

Healthcare is provided by Jämtland Härjedalen Region. If you are acutely ill or injured, please call the **emergency number 112**. You can find information about healthcare at www.1177.se. You can also call Sjukvårdsupplysningen on telephone 1177.

How to reach the police

If you need to call the police urgently, call the emergency number **112**.



CITY OF ÖSTERSUND
STAAREN TJIELTE

FREQUENTLY ASKED QUESTIONS AND ANSWERS

Who in the municipality can answer questions?

It is the municipality's Customer Centre. They speak Swedish and English and can also arrange interpretation services.

Can I apply for refugee status at Östersund municipality?

No. You do that at the Migration Agency. The nearest office is in Sundsvall.

You can travel to Sundsvall by train or bus. You can also apply digitally.

If you haven't applied yet, please do so as soon as possible!

Who can help me get a job?

The National Employment Service can help you. They have an office in Östersund. The municipality can also provide support, for example through Integration services, where you can register and get information on how to go about getting a job. The customer centre can give you information on how to reach the Integration Service.

I feel mentally ill. Who can help me?

In Sweden, it is the health care system that provides help and support when people feel mentally ill and need professional help.

In Östersund municipality, the Jämtland Härjedalen region is responsible for healthcare. They have health centres and hospitals. There you can meet doctors who will help you.

I have not been vaccinated against Covid-19. What should I do?

Contact your health care provider. Get vaccinated as soon as possible. It is free of charge.

How do I get in touch with churches in Östersund?

The Church of Sweden is the largest church in the country. They have several parishes and meeting places/churches in our municipality. You are welcome to join their community. On Sundays at 11.00, there is normally a high mass in the main church in the centre of Östersund.

There you will find information about the church's other meetings and activities.

I get scared when I hear planes and loud noises. Do they fly over Östersund?

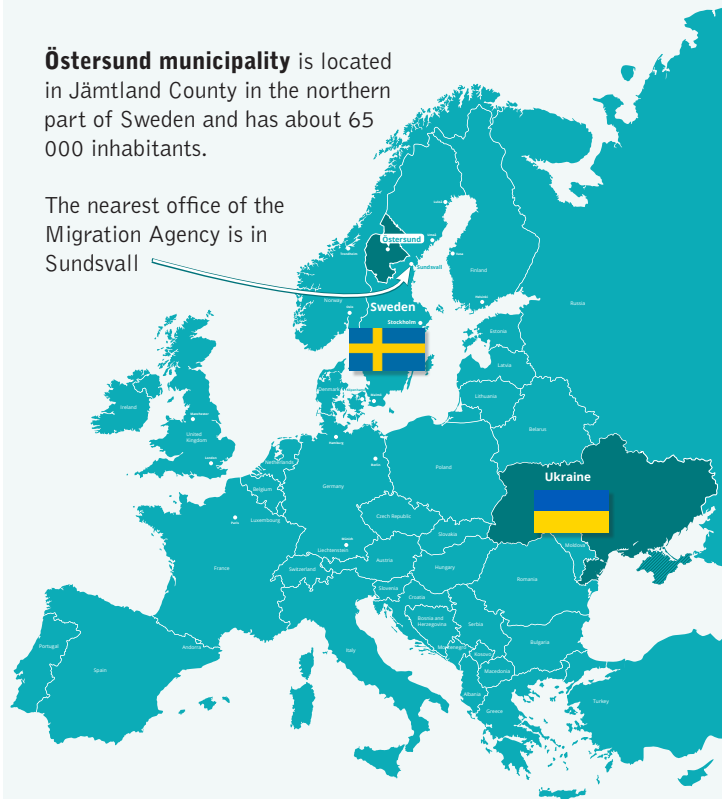
Yes. Civilian aircraft have their approach over the city. They descend low to land at the airport on Frösön.

This can happen several times a day and even late in the evening.

Sometimes the Swedish Air Force exercises over the city. This is unusual.

Östersund municipality is located in Jämtland County in the northern part of Sweden and has about 65 000 inhabitants.

The nearest office of the Migration Agency is in Sundsvall



● Most Swedes know English. If you don't speak English yourself, get help from a Ukrainian friend who does, for example when you go shopping or visit the health service.

● In addition to the municipality, the health service and the Migration Board, Sweden has many organisations, associations and churches that work to give refugees a good everyday life. They want to reach out to you to provide support and fellowship.

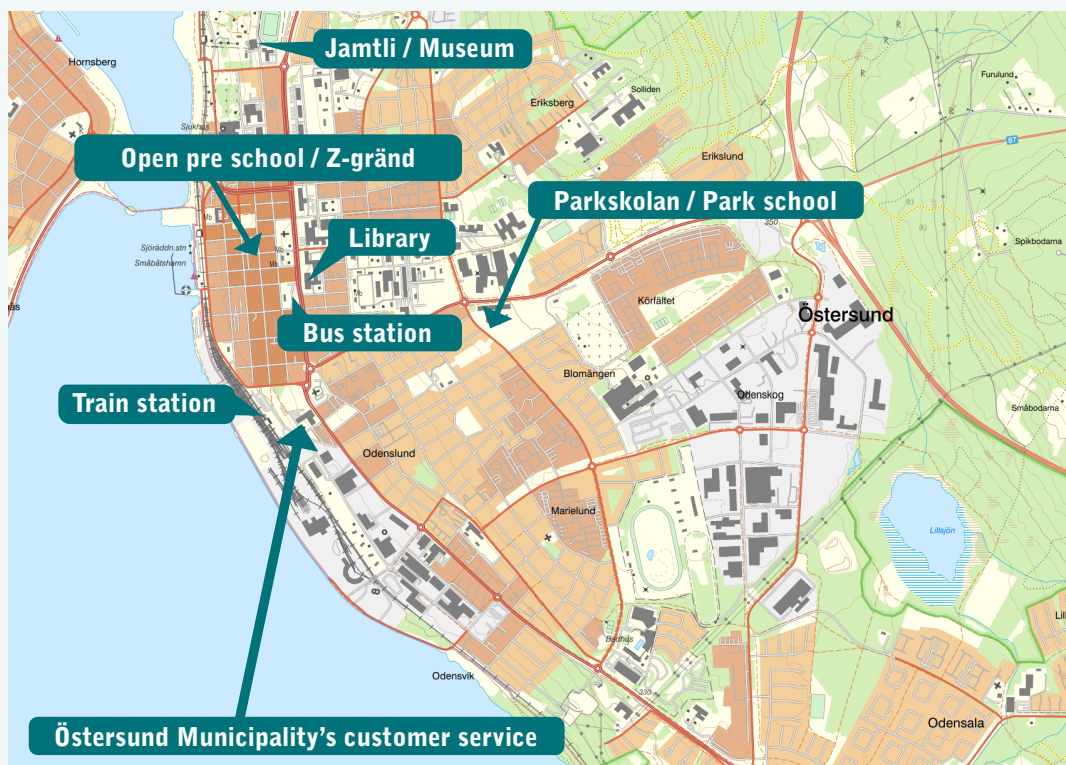
On the municipality's welcome page www.ostersund.se/welcome you will find links to these organisations.

Östersund has a well-developed network of city buses. The lines connect to the bus station/bus terminal where you can choose a new line for onward travel if necessary.

It is also easy to walk around the city. There are many walking and cycling routes.

Walking from the bus station/centre to Jamtli takes about 15 minutes.

Walking from the bus station to the municipal customer centre takes about 10 minutes.



CITY OF ÖSTERSUND
STAAREN TJIELTE