WELCOME

GUIDE FOR FOREIGNERS

Warmia-Masuria Province, 2024

federacja FOSa

potrzebni

FUNDUSZ Tutaj

ASHOKA

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Warmia-Masuria Province, 2024

„RELATIONSHIP LAB"

-I. Warmian-Masurian Coalition for the Integration of Migrants.
Project implemented with the support of the Tutaj Fund organised by Ashoka

The views expressed herein are those solely of the author(s) and Ashoka Foundation shall not be held responsible for them.

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POLSKIE FORUM MIGRACYJNE

for the favour and opportunity to be inspired by the Warsaw Foreigners' Guide **/https://forummigracyjne.org/publikacja/warszawa-informator-dla--foreigners/**

WELCOME

You have just come to an exceptionally beautiful part of Poland. Warmia and Masuria is said to be the Land of a Thousand Lakes. It is true! The local nature is sure to delight you and give you plenty of opportunities to rest and relax.

To welcome you, we are putting into your hands this guide that has been prepared for new residents: migrants, refugees, all those who have just arrived in our region after a difficult journey.

Thanks to this guide you will find out what rights and obligations you have in Poland. We are aware that you have plenty of questions about Polish law, about places where you can run errands in different offices, about the location of essential offices, institutions, hospitals, places that will provide you with social and psychological support, help you find a job or a school for your children. You will also find addresses of social organizations where you can meet friendly people who can assist you in your first steps into your new place of life.

REMINDER:

YOU HAVE THE RIGHT TO EQUAL TREATMENT, SECURITY, EQUALITY IN THE WORKPLACE, RESPECT AND INFORMATION.

FEEL AT HOME HERE.

Initiators of the I. Warmia and Masuria Coalition for the Support of Migrants

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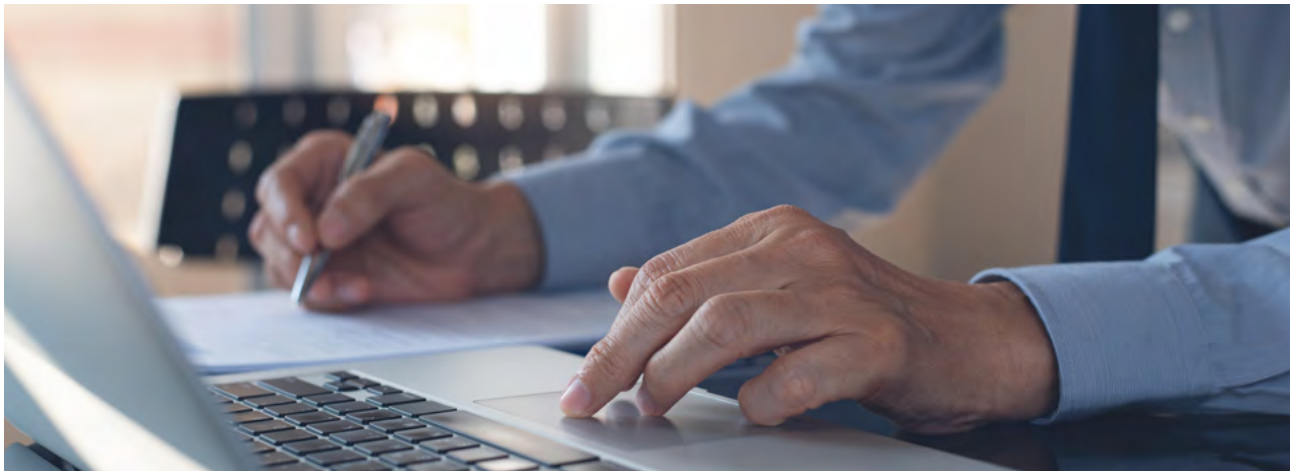
ADMINISTRATIVE MATTERS

The Warmia-Masuria province comprises 21 districts, including two cities with district rights, i.e. Olsztyn and Elbląg, and 116 communes (16 urban communes, 33 urban-rural communes and 67 rural ones). Most official matters are dealt with in the offices of the particular commune in which a person lives. Each commune has its own **CITY, MUNICIPAL** or **CITY AND MUNICIPAL OFFICE**, where matters such as registration, marriage or registration of children at birth are handled. In the case of car registration or driving licenses, the relevant authorities are the District Offices for the respective districts. More details on the subject are available under **DRIVING LICENCES** and **CAR REGISTRATION.**

It is possible to do things online via the **TRUSTED PROFILE** identification method. The Trusted Profile is a digital tool which enables you to deal with official matters online, without leaving your home. Please note that this option is only available to holders of a so-called **PESEL** number.

You can find out more about this at:
https://www.biznes.gov.pl/pl/portal/0074



LEGALISATION OF STAY

The legalisation of a foreigner's stay in Poland is carried out in several institutions depending on the type of the stay and the status of the person seeking legalisation.

Frequently, applications for legalisation of residence are submitted to the **PROVINCE OFFICE** with jurisdiction over the foreigner's place of residence.

Matters handled by the provincial office:

- **ISSUING OF RESIDENCE CARDS;**
- **TEMPORARY RESIDENCE PERMIT, PERMANENT RESIDENCE PERMIT OR EU LONG-TERM RESIDENT PERMIT;**
- **APPLYING FOR A NEW CARD**

You must make an appointment, using an appropriate online form, to submit your application in person at the office (which allows you to verify your documents and obtain a stamp in your passport to legalise your continued stay once your file is complete). You can also submit your application to the office or send it by post.

OFFICE FOR FOREIGNERS deals with more complicated cases, such as granting refugee status, asylum or subsidiary protection. The head office is located in Warsaw, but cases are often handled through provincial offices.

Each institution has its own procedures and document requirements, so it is important to check exactly where and what documents need to be submitted depending on the situation.

IMPORTANT ADDRESSES

OLSZTYN

Warmia-Masuria Province Office in Olsztyn
Citizen and Foreigner Department (Warmia-Masuria Province Office in Olsztyn)
Address of the Department's seat: 7/9 J. Piłsudskiego Av., 10-575 Olsztyn e-mail: cudzoziemcy@uw.olsztyn.pl
Appointment system:
https:// uw.olsztyn.pl/reservations_cudzoziemcy/
Visit reservations are also possible via e-mail:
rezerwacje_cudzoziemcy@uw.olsztyn.pl
Contact telephones:
Information for foreigners: +48 (89) 52-32-612
Information for citizens of the European Union (EU) and the European Economic Area (EEA): +48 (89) 52 32 271

ELBLĄG

Citizen and Foreigner Department
1 Wojska Polskiego St., 82-300 Elbląg
Receipt of applications: +48 (55) 23 74 550 or 553
Issuing of passports: +48 (55) 23 74 522

EŁK

Citizen and Foreigner Department
15 Mickiewicza St., 19-300 Ełk
e-mail: info@uw.olsztyn.pl
Passport Division
Applications for inclusion of invitations in the invitation register:
tel. +48 (87) 610 99 27
Issuing passports and invitations: +48 (87) 621 17 51

IMPORTANT ADDRESSES

OLSZTYN MUNICIPAL OFFICE

1Jana Pawła II, 10-101 Olsztyn
tel. +48 (89) 527 31 11 (Head Office)
e-mail: kancelaria.ogolna@olsztyn.eu
Website in Polish, English, German and Ukrainian:
https://olsztyn.eu/o-olsztynie.html

IMPORTANT ADDRESSES

ELBLĄG MUNICIPAL OFFICE

1 Łączności St. 82-300 Elbląg
tel. +48 (55) 239 30 00
e-mail: umelblag@umelblag.pl
Website in Polish only:
https://elblag.eu/

REGISTRATION OF RESIDENCE

Every foreigner who intends to stay in Poland for more than 30 days is obliged to register. Legal basis: Art. 40 of the Act of 24 September 2010 on registration of population.

If you are a citizen of an EU or EFTA country, you can register for permanent or temporary residence online:

https://www.gov.pl/web/gov/zamelduj-sie-na-pobyt-staly-dla-cudzoziemcow

If you are from outside the EU and EFTA countries, you must submit your registration documents to the municipality of your residence.

When you are staying in Poland on the basis of a stamp placed on your travel document confirming that you have applied for a temporary residence permit, a permanent residence permit or a long-term resident's permit for the Republic of Poland.

A standard list of documents you should prepare before your visit:

- a valid travel document,

one of the following documents:

- a temporary foreigner's identity certificate,
- a residence card, a tolerated residence permit,
- a temporary residence permit or a permanent residence
- permit, a long-term EU resident permit,
- a decision on acquiring the status of a refugee in Poland,
- subsidiary protection in Poland, a residence permit for humanitarian reasons or a tolerated residence permit.

CIVIL STATUS RECORDS

Getting married, obtaining a document which confirms marriage or death, registering a newborn child - such matters are dealt with at the Registry Office. Each municipality has its own city, municipal or city and municipal office where you can obtain these documents.

OLSZTYN MUNICIPAL OFFICE

1 Jana Pawła II St.,
Registry Office - Room 10 e-mail:
usc@olsztyn.eu

page available in Polish only:
https://olsztyn.bip.gov.pl/komorki-organizacyjne-ku-karty-uslug/office-of-civil-status.html

ELBLĄG MUNICIPAL OFFICE

Department for Civil Affairs,
2 Łączności St. (building D), 82-300 Elbląg
Registry Office - room 1,
tel. +48 (55) 239 30 84, +48 (55) 239 30 87
+48 (55) 239 31 39, +48 (55) 239 32 78
e-mail: usc@umelblag.pl

page available in Polish only:
https://bip.elblag.eu/sprawa-do-zalatwienia/178/wydanie-dokumentow-from-register-of-civil-status

CAR REGISTRATION

The purchase of a car in Poland or the purchase of a car from abroad requires registration in Poland, within 30 days of the purchase of the vehicle. Car insurance is a prerequisite for the registration. The registration is carried out at the resident service office of the relevant district. Car insurance must be purchased separately with the insurance company of one's choice.

OLSZTYN MUNICIPAL OFFICE

Department of Civil Affairs ul.
Knosały 3, 10-015 Olsztyn
tel. +48 (89) 506 09 70
e-mail: komunikacja@olsztyn.eu

ELBLĄG MUNICIPAL OFFICE

Department of Civil Affairs
4 Plac Dworcowy, 82-300
Elbląg Referat obsługi Kierowców
Service Room: tel. (+48) 552 37 47 w. 71 to 79
e-mail: dso.rok@umelblag.pl
working hours: Monday - Friday: 8:00-16:00

DISTRICT STAROSTY OF EŁK

Communications Department
4 Warszawska St., 19-300 Ełk
secretariat tel. +48 (87) 621 83 66

DRIVING LICENCE

It is worth knowing that a driver can hold only one valid driving licence the moment a foreigner obtains a Polish document, the driving licence issued in the country of their origin is deemed void.
In the case of individuals from most non-EU countries, driving licences are valid for 6 months from the date of commencement of permanent or temporary residence in Poland. Upon that time, when planning further stay in Poland, it is necessary one exchange the foreign driving licence for a Polish one. The procedure is conducted at the Department of Civil Affairs of the Municipal Office of Olsztyn.

Page available in Polish:**https://edokumenty.olsztyn.eu/1,kontakt**

It is worth knowing that a driver can hold only one valid driving licence - the moment a foreigner obtains a Polish document, the driving licence issued in the country of their origin is deemed void.

WORK

As a rule, foreigners need a permit to take up employment in Poland. The permit is issued for work for a specific employer, for a specific position. A change of the employer requires a change of work permit.
Sometimes the status of a foreigner entitles one to take up employment without a permit: such a right is held, for example, by graduates of Polish higher education institutions or persons under international protection (refugees and persons under subsidiary protection).
Some types of work also do not require foreigners to have a work permit (for example, language teaching in state schools or occasional artistic activities).

More about the rights of foreigners to take up employment in Poland can be found here (information in Polish, Russian and English):
https://www.gov.pl/web/udsc-en

WORK

There are also employment agencies and job centres in Olsztyn, where you can find paid assistance in your job search. Similar services are also offered free of charge by the labour office. Support on the labour market is also offered by non-governmental organizations.

MUNICIPAL LABOUR OFFICE IN OLSZTYN

64B Piłsudskiego St., 10-450 Olsztyn
Secretariat : tel. +48 (89) 537 28 00
information (declarations of intent to employ foreigners, seasonal permits): tel. +48 (89) 537 28 26
e-mail: mup@olsztyn.mup.gov.pl
Facebook: MUP profile
ePUAP: /MUP/ESP box
https://mupolsztyn.praca.gov.pl
Public information bulletin: **https://mup.olsztyn.ibip.pl/public/**

DISTRICT EMPLOYMENT OFFICE IN ELBLĄG

24 Saperów St., 82-300 Elbląg
tel. +48 (55) 237 67 00
ePUAP mailbox address:
DISTRICT EMPLOYMENT OFFICE IN ELBLĄG
(box address /pupelblag/ESP box)

DISTRICT LABOUR OFFICE IN EŁK

38 Suwalska St., 19-300 Ełk
e-mail: sekretariat@pup.elk.pl or olek@praca.gov.pl
tel. +48 (87) 629 02 00, +48 512 084 280, +48 512 280 680,
+48 512 306 025, +48 512 511 233

TAXES

Every person legally employed in Poland pays tax which is extended by the employer to the Tax Office. Once a year (by the end of April), it is necessary to settle the tax for the previous year - the employee either pays the tax due or receives a refund from the office if the tax paid during the year was too high. If you have a contract of employment with a single employer and are not entitled to any tax relief, the tax system will settle your tax automatically. However, if you have worked for different employers in the past year (e.g. on a contract of specific work or a contract of mandate), or if you are eligible for a child tax credit, you will have to settle your so-called PIT (or tax return) yourself. This is done at the tax office with jurisdiction over the place of residence of the employee in the last year (not necessarily the place of domicile). It is also possible to turn to a non-governmental organisation, such as the Federation of Social Organisations of the Warmia and Masuria Province FOSa, with a request for assistance in settling the tax return.

TAX OFFICE IN OLSZTYN

59 Marszałka Józefa Piłsudskiego Av., 10-950 Olsztyn
tel.+48 (89) 539 24 00
e-mail: us.olsztyn@mf.gov.pl

TAX OFFICE IN ELBLĄG

43 Adama Mickiewicza St., 82 - 300 Elbląg
tel. +48 (55) 611 56 00
e-mail: us.elblag@mf.gov.pl

TAX OFFICE IN EŁK

67 Wojska Polskiego St., 19-300 Ełk
tel. +48 (87) 610 41 00
e-mail: us.elk@mf.gov.pl

INSURANCE

Every person who undertakes work in line with the law (under an employment contract or contract of mandate) in Poland is covered by the obligatory social and health insurance - their employer pays contributions to the Social Insurance Institution (ZUS) on behalf of the employee. The employee may also report their children or other members of their immediate family for insurance. They may also notify their employer that they wish to pay a sickness contribution that entitles them to sickness benefit (this entails a lower out-of-pocket payment).

The employee also has the possibility to verify whether their employer is complying with the obligations regarding Social Security contributions.

More information (in Polish):

https://www.zus.pl/baza-wiedzy/o-platformie-uslug-elektronicznych-pue-/o-platform-electronic-services-pue-/how-to-check--did-company-report-me-to-insurance-

If you are not employed and do not have health insurance, you may take out voluntary health insurance from the National Health Fund (contact details below), which entitles you to use the public health service (its monthly cost is PLN 735.18 in VII, VIII, IX.2024).

CUSTOMER SERVICE ROOM (PATIENTS)

14 Głowackiego St., 10-448 Olsztyn
Free Nationwide Patient
Information telephone number: +48 800 190 590

https://www.nfz-olsztyn.pl

LOCAL OFFICE IN ELBLĄG

18 Gen. Józefa Bema St., 82-300 Elbląg

EŁK LOCAL OFFICE

15 Fryderyka Chopina St., 19-300 Ełk

FREE LEGAL AID

In the Warmia-Masuria province, free legal aid is available to residents who are unable to pay for the services of a lawyer. The assistance is of a consultative nature and is available, inter alia, in the district offices, municipal centres or schools in each district. The free counsel may cover labour law, civil law, criminal law, family law and other areas. However, the assistance will not cover business matters, unless you undertake to start a business. A proof of identity is required in order to receive the advice. It is also necessary to fill in a declaration stating that you are unable to bear the costs of the counsel.

NOTE!

Information on available service posts can be found at the district, municipal and town hall offices and on their websites. The citizen concerned is not obliged to register for counselling in their district of residence. They can sign up for the counsel in the place they find most convenient all over the country.

Check the availability of free help desks and sign up for counsel via the website:

https://zapisy-np.ms.gov.pl/

FREE LEGAL AID

Posts of free legal aid in Olsztyn:

MUNICIPAL CENTRE FOR SPECIALIST AND SOCIAL COUNSELLING

9 Gietkowska St. I
tel. +48 (89) 521 04 53
office hours:
Monday, Tuesday: 9.00am - 1.00 pm Wednesday: 7.30am - 3.30pm Thursday: 11am - 3pm Legal assistance provided by solicitors and barristers.

SECONDARY SCHOOL COMPLEX NO. 4

3 Edward Turowski St.
tel. +48 (89) 542 82 14 w. 40
Office hours:
Tuesday - Friday: 12pm - 8pm
Saturday: 8am-12am and 12.30-4.30.
Post run by the Active Women's Initiative Foundation.

OLSZTYN MUNICIPAL OFFICE

30 Wyzwolenia St., room 19
tel. +48 (89) 527 31 11 w. 544
office hours: Monday: 8.00-12.00 and 12.30-16.30, Tuesday-Friday: 7.30-11.30am and 12-4pm.
Post run by the Togatus Pro Bono Foundation.

MUNICIPAL TEAM FOR THE DISABLED

23A Prosta St.
tel. +48 (89) 527 90 59
or +48 (89) 535 25 59 w. 24.
Office hours: Monday: 8am-4pm
Tuesday-Friday: 7:30 am to 3:30pm
Legal assistance provided by solicitors and barristers.

FREE LEGAL AID

Posts of free legal aid in Elbląg:

ELBLĄG MUNICIPAL OFFICE

42 Kosynierów Gdyńskich St.,
Room No. 1 office hours:
Wednesday-Thursday: 8am to 3pm.
Friday: 8am to 2pm.
Advice is provided by an attorney-at-law.
Room no. 10 office hours:
Monday - Friday: 7:30am-11:30am
Legal aid provided by a solicitor.
Room no. 10 office hours:
Monday-Friday: 11:30am - 3:30pm.
Advice is given by a solicitor and Master of Laws The post is run by Stowarzyszenie Obywatelskiej Pomocy Prawnej (Civic Legal Aid Association) from Olsztyn.

ELBLĄG APPOINTMENT:

Counselling takes place on a stationary basis by appointment.
Appointments should be made by:
https://www.powiat.elblag.pl/pl/nieodplatna-pomococ-prawna
or by phone at: +48 (55) 221 22 22

Posts of free legal aid in Ełk:

EŁK

28A Kościuszki St., lok.4 19-300
Ełk office hours:
Monday - Friday: 11am - 3pm
Legal aid provided by attorneys-at--law.

3/6 Małeckich Jana i Hieronima St.
19-300 Ełk
office hours:
Monday - Friday: 1pm-5pm
Legal aid provided by solicitors.

EŁK APPOINTMENT:

Counselling takes place in a stationary form by appointment.
Appointments are made by
tel. +48 (87) 615 65 30
Monday - Friday, 10am-2pm
or by e-mail:
https://powiat.elk.pl/

SOCIAL WELFARE

The possibility to benefit from social assistance in Poland depends on the legal status of the foreigner. In principle, support from social assistance institutions is available to the holders of the right of permanent residence in Poland (permanent residence card, long-term resident of the EU, refugee status or subsidiary protection), as well as to certain individuals with a temporary residence permit (this depends on the basis on which the permit was issued). Other individuals with a temporary residence permit in Poland are entitled to assistance in the form of shelter or food (in some cases).
The support system in the Warmia-Masuria province comprises several do largest cities in the province: Olsztyn, Elbląg and Ełk, which provide social assistance.

HELP CENTRE FOR REFUGEES AND MIGRANTS - CARITAS OLSZTYN

2 Świętej Barbary St., 10-026 Olsztyn

tel. +48 783 200 215

The centre is open from Tuesday to Saturday from 10 am to 4 pm. Operated by Caritas Olsztyn, it provides free assistance in finding work and accommodation, learning the Polish language, translating official documents, psychological and legal support. The staff and volunteers share kindness and warmth with those in need by running integration activities for the youngest.

PARISH HALL ASSOCIATION

12 Lubelska St., 10-405 Olsztyn

tel. +48 510 248 902

tel. +48 510 919 710

Open Tuesdays - 2pm to 5pm

SOCIAL WELFARE

DISTRICT FAMILY ASSISTANCE CENTRE

A public institution operating in the district. It is a unit of local self-government that provides support to families, socially vulnerable people, the homeless and people at risk of social exclusion. It provides a wide range of services, including material assistance, assistance in finding shelter for homeless people, support in child-rearing issues, legal and psychological counselling, disability evaluation counselling as well as information on nursing homes - and protection of foreigners.

DISTRICT FAMILY ASSISTANCE CENTRE IN OLSZTYN

65 Bałtycka St., 10-175 Olsztyn, tel. +48 (89) 544 38 00,
e-mail: pcpr@powiat-olsztynski.pl
5 Bema St., 10-516 Olsztyn, tel. +48 (89) 523 28 00
e-mail: pcpr@powiat-olsztynski.pl
Office hours: Monday-Friday: 7am-3pm

DISTRICT FAMILY HELP CENTRE IN ELBLĄG

40 Komeńskiego St., 82-300 Elbląg
tel. +48 (55) 233 62 82 ext. 11
e-mail: sekretariat@pcprelblag.pl
Office hours: Monday, Tuesday and Thursday: 07:30am to
3:30pm Wednesday: 07:30am to 5pm, Friday: 07:30 am to 2pm

DISTRICT FAMILY ASSISTANCE CENTRE IN EŁK

5 Piłsudskiego St., 19-300 Ełk
tel. +48 (87) 621 15 50
Office hours: Monday-Friday: 7am-3pm

SOCIAL WELFARE CENTRE

Social Welfare Centres (herein SWCs) provide support to migrants within the framework of the possibilities set out by the Social Welfare Act (i.e. depending on the legal status of the person concerned).
Welfare centres operate in each district. They can only provide support to the residents of a particular district. Their main aim is to help families and individuals who, for various reasons, find themselves in a difficult situation
or are unable to overcome it on their own, given their limited rights, skills and financial resources. The staff of the centres carry out tasks to improve the current living situation of the persons concerned.
A list with addresses and contacts of all the SWCs of the Warmia-Masuria province can be found here:

https://800100100.pl/files/upl/OPS%20wojew%C3%B3dztwo%20

SOCIAL WELFARE CENTRE

warmi%C5%84sko-mazurskiego.pdf

MUNICIPAL SOCIAL WELFARE CENTRE IN OLSZTYN

61A Marszałka Józefa Piłsudskiego Av., 10-499 Olsztyn
tel. +48 (89) 534 04 14
e-mail: biuro@mopsolsztyn.pl
Office hours: Monday-Friday: 07:15am - 3:15pm

MUNICIPAL SOCIAL WELFARE CENTRE IN ELBLĄG

MSWC in Elbląg is represented by two establishments providing assistance to those most in need. One is the Elbląg Social Services Centre and the other is the Municipal Social Welfare Centre. The benefits offered by the Elbląg MSWC institutions are available to everyone in a difficult situation.

ELBLĄG CENTRE FOR SOCIAL SERVICES

9 Winna St., 82-300 Elbląg
tel. +48 (55) 625 61 00
Office hours: Monday to Friday: 7:30am to 3:30pm

MUNICIPAL SOCIAL WELFARE CENTRE IN ELBLĄG

85 Browarna St., 82-300 Elbląg
tel. +48 (55) 237 10 65

MUNICIPAL SOCIAL WELFARE CENTRE IN EŁK

8 Piłsudskiego St., 19-300 Ełk
tel. +48 (87) 732 67 18, 87 732 64 49
e-mail: sekretariat@mops.elk.pl
Office hours: Monday: 8am - 4pm, Tuesday - Friday: 7am -3pm

LARGE FAMILY CARD

Families who bring up at least three under-age children and enjoy permanent residence in Poland may apply for a Large Family Card. The card is granted by the mayor of a commune, town or city, upon application by a member of a large family. Its possession entitles the holder to a number of discounts. The application form for the Large Family Card may be downloaded from the commune in which you reside or from the following website:

https://gov.pl/web/gov/uzyskaj-karte-duzej-rodziny

More information:

https://www.gov.pl/web/uw-warminsko-mazurski/karta-duzej-rodziny

CRISIS INTERVENTION

If you experience violence or, for any other reasons, are in a crisis caused by an urgent situation, you can take advantage of psychological, legal, social and medical assistance in one of the many crisis intervention centres in the Warmia and Masuria region. These institutions provide assistance in solving family problems, domestic violence, aggression as well as child sexual abuse. Some have hostels where the victims will receive shelter.

CRISIS INTERVENTION CENTRE FOR WOMEN AND THEIR CHILDREN VICTIMS OF DOMESTIC VIOLENCE

45 Grunwaldzka St.,
10-125 Olsztyn
tel. +48 (89) 535-01-66
e-mail: olsztyn@caritas.pl
Open: 08:00-16:00, hostel 24/7

DISTRICT CRISIS INTERVENTION CENTRE

65 Bałtycka St., 10-175 Olsztyn
tel. +48 (89) 544 38 00
tel. 665 237 899
e-mail: pcpr@powiat-olsztynski.pl
Entity in charge: District Family Assistance Centre in Olsztyn

SPECIALIST SUPPORT CENTRE FOR PEOPLE EXPERIENCING DOMESTIC VIOLENCE

37A Bałtycka St., 10-144 Olsztyn
tel. +48 (89) 527 57 11
Open 24 hours a day

CRISIS INTERVENTION CENTRE AT THE SOCIAL WELFARE HOME NOWA WIEŚ EŁCKA

1 Lipowa St. , 19-300 Ełk
tel. +48 (87) 619 77 70
e-mail: dpsnwe@fantex.pl Entity
Entity in charge: District Family Assistance Centre in Ełk

CENTRE FOR SUPPORT AND CRISIS INTERVENTION. HOME FOR MOTHERS WITH MINOR CHILDREN AND PREGNANT WOMEN

49 Nowodworska St., 82-300 Elbląg
tel. +48 55 233 80 79
Open 24/7

ASSISTANCE TO CHILDREN

SUPPORT CENTRES FOR CHILDREN AND YOUTH

These are facilities that offer a variety of forms of help and support for young people and their families. Their main aim is to support the development of children and young people, especially those with difficulties in social, educational or emotional functioning. The centres provide support e.g. learning, levelling activities, tutoring, individual and group therapies, art and sports workshops, as well as assistance in developing interpersonal skills. The stay in such centres is usually free of charge and voluntary, although in some cases it may be recommended by the court.
Social welfare and support activities for children and young people are also carried out by non-governmental organizations (NGOs), i.e. the ones referred to in our guide.

SUPPORT CENTRE FOR CHILDREN AND YOUNG PEOPLE

12 Rzepakowa St., 10-845 Olsztyn
tel. +48 (89) 521 04 54
Office hours: Monday-Friday: 8am - 6pm

SUPPORT CENTRE FOR CHILDREN AND YOUNG PEOPLE

23A Wiecherta St., 10-691 Olsztyn
tel. +48 (89) 541 90 58
Office hours: Monday-Friday: 7am - 3pm

NON-PUBLIC HEALTH CARE FACILITY
KARAN, ZACHEUSZ HOUSE YOUTH THERAPEUTIC CENTRE (residential centre)

197 Królewiecka St., 82-300 Elbląg
tel. +48 885 411 275
e-mail: karan@karan.elblag.pl

CHILDREN'S AID CENTRE IN OLSZTYN „ARKA" ASSOCIATION

85 Niepodległości St., 10-046 Olsztyn
tel. +48 789 880 216
e-mail: cpd.wsparcie@gmail.com
https://www.cpd.olsztyn.pl

HELP

ASSISTANCE TO VICTIMS OF HUMAN TRAFFICKING

If you are forced to work against your will; if you know of a person who is experiencing such a situation - you can call the police or contact the La Strada Foundation.

LA STRADA FOUNDATION

tel. +48 605 687 750
https://www.strada.org.pl/

POLICE

PROVINCIAL POLICE HEADQUARTERS IN OLSZTYN

6/8 Partyzantów St., 10-521 Olsztyn
tel. +48 (47) 73 152 90
e-mail: komendant@ol.policja.gov.pl
https://warminsko-mazurska.policja.gov.pl

IMPORTANT EMERGENCY TELEPHONES

Emergency telephone 112
Emergency services 999
Fire brigade 998
Police 997
Municipal Police 986
Gas emergency service 992

NGOS

Non-governmental organisations (NGOs) exist for a number of key reasons that stem from social, environmental, humanitarian and other needs that are often not catered for by state institutions or the private sector.
The organisations which have the following statutory aims: the protection of human rights, humanitarian aid, education, social development, civil society enhancement, environmental protection or the fight against poverty and social exclusion may prove to be a good, nearby address for support. Thanks to their independent nature, NGOs can act where other institutions fail or where their activities are limited.

SELECTED NON-GOVERNMENTAL ORGANISATIONS FROM THE WARMIA--MASURIA REGION WHICH OPERATE IN THE INTERESTS OF MIGRANTS:

FOOD BANK IN OLSZTYN

(food aid, specialist support, education, work, integration)
1 M. Kotański St., 10-166 Olsztyn
tel. +48 662 122 009
e-mail: bz.olsztyn@bankizywnosci.pl
https://olsztyn.bankizywnosci.pl/

BORUSSIA FOUNDATION

(Intercultural education,
building tolerance, culture, identity)
2 Zyndrama z Maszkowic St., 10-133 Olsztyn
e-mail: sekretariat@borussia.pl
tel. +48 (89) 523 72 93
https://borussia.pl/

HOVERLA FOUNDATION

6C Sokola St., 11-041 Olsztyn
https://fundacjahoverla.pl/
tel. +48 796 986 470
e-mail: fundacja.hoverla@gmail.com

NGOS

WARMIA ZHP HUFIEC (Polish Scouting Association)

4/11 11 Listopada St., 10-104 Olsztyn
e-mail: warminski@zhp.pl
tel. +48 728 336 890
https://warminski.zhp.pl/

POLISH RED CROSS WARMIA-MASURIA DISTRICT BRANCH

1 Konsulat Polski, 10-532 Olsztyn
e-mail: olsztyn@pck.pl
www: https://pck.olsztyn.pl/
Secretariat: +48 (89) 527 23 93

ASSOCIATION OF UKRAINIANS IN POLAND OLSZTYN BRANCH

1/50 Parkowa St., 10-233 Olsztyn
e-mail: olsztyn@ukraincy.org.pl
Facebook: oupolsztyn
ukraincy.org.pl/

ASSOCIATION OF UKRAINIANS IN POLAND ELBLĄG BRANCH

31 Grunwaldzka St., 82-300 Elbląg
e-mail: elblag@ukraincy.org.pl
tel. +48 (55) 233 41 11

UNION OF UKRAINIANS IN POLAND MANAGEMENT BOARD OF MASURIA BRANCH

11/2Gdańska St., 11-500 Giżycko
tel. +48 502 535 696
e-mail: mazury@ukraincy.org.pl
Facebook: zup.gizycko

NGOS

CARITAS WARMIA ARCHDIOCESE

(emergency support, food, work, medical and material assistance)

45 Grunwaldzka St., 10-125 Olsztyn
tel. +48 (89) 523 64 02, +48 (89) 523 64 02
e-mail: olsztyn@caritas.pl
https://www.olsztyn.caritas.pl

FEDERATION OF SOCIAL ORGANISATIONS OF WARMIA MASURIA PROVINCE FOSA

(psychological support, legal support, language support, integration activities, social and vocational activation. Regional Aid zone - comprehensive support for families with a dependent person, School for carers, Ombudsman for the elderly, a training support centre).

3/4 Linki St., 10-535 Olsztyn
+48 (89) 523 60 92, +48 503 466 700
e-mail: biuro@federacjafosa.pl
https://www.federacjafosa.pl

PARISH HALL ASSOCIATION

(humanitarian convoys, activities, food collection roundups, integration, classes)

12 Lubelska St., 10-405, Olsztyn
e-mail: salaparafialna12@gmail.com
tel. +48 510 919 710; +48 796 986 470
Fb: zbiórka sala parafialna
https://www.facebook.com/profile.php?id=100079253701659

СПІЛКА ЖІНОК УКРАЇНИ „ДВА КРИЛА" / FOUNDATION „DWA SKRZYDŁA UA"

(ad hoc support, workshops, specialist support, education, identity, integration)

13/803 1 Maja St., Olsztyn, Poland
tel. +48 726 306 903
e-mail: dwaskrzydlaua@gmail.com
https://www.facebook.com/dwaskrzydlaOlsztyn/

OMBUDSMAN FOR THE ELDERLY

The FOSa Federation has been running the Office of the Ombudsman for the Elderly since 2010. It is a centre of activities propagating dignity and rights of senior citizens. Its main objective is to educate and eliminate cases of discrimination against seniors in our province.
Ever since its beginning, the role of the ombudsman has been performed by Stanisław Brzozowski, a retired journalist associated with the Federation of Social Organisations FOSa in Olsztyn. He is supported in his advocacy work by two deputies - Krzysztof Marusiński (Elbląg sub-region) and Urszula Wolna (Elbląg sub-region).
The ombudsmen provide counselling for elderly people, intervene when their rights are violated, support community initiatives for the elderly, and work with local authorities. The ombudsmen's activities contribute to the changes in the perception of older people in society, thus breaking stereotypes. They support the promotion of all forms of activities (cultural, educational, sporting) of the elderly. They propagate these issues in the media, at conferences, and give interviews to the press and radio. You can find out more about the activities of the FOSa Federation for the elderly at **https://potrzebni.org.pl/**

Contact the ombudsmen's offices:

STANISŁAW BRZOZOWSKI – OLSZTYN

Ombudsman for the Elderly of the Warmia-Masuria province
Duty hours: Mondays and Wednesdays 9am-11am
¾ B. Linki St. Olsztyn (4th floor)
tel. +48 (89) 523-60-92, tel. +48 601 558 143
e-mail: rzecznik@federacjafosa.pl

KRZYSZTOF MARUSIŃSKI – ORZYSZ Deputy Ombudsman - Ełk sub-region
Duty hours: Mondays 5pm-7pm
9a Wojska Polskiego St. Orzysz
tel. +48 796 140-648
e-mail: k.marusinski@federacjafosa.pl

URSZULA WOLNA – ELBLĄG Deputy Ombudsman - Elbląg sub-region
Duty hours: Thursdays 10am-12am
17 Związku Jaszczurczego Street (ESWIP premises)
tel. +48 601 694 717
e-mail: rzecznik.elblag@federacjafosa.pl

EDUCATION

In Poland, every child under 18 is subject to compulsory education - regardless of the legal status and citizenship of their parents. Olsztyn and other larger towns in the Warmia-Masuria province (e.g. Elbląg, Ełk) offer educational opportunities at every level. There are also schools for adults. Parents can choose the school they want to send their children to. The school, on the other hand, can decide whether to accept the children, depending on the vacancy in their classes. However, it cannot refuse to accept a child from a ‚catchment' school - that is, one to which the children belong because of where they live.

In addition to public schools run by the state, there are private and community schools (both types are fee-paying schools).

Search engine for the Register of Schools and Educational Establishments

HERE YOU CAN FIND THE ADDRESSES OF SCHOOLS THROUGHOUT THE PROVINCE:

https://rspo.gov.pl/

The procedure for the acknowledgement of foreign school certificates or other educational documents CAN BE FOUND HERE:

https://www.ko.olsztyn.pl/category/uznawanie-wyksztalcenia-uzyskanego-za-granica/

You can find out more about the education issue HERE:

https://www.ko.olsztyn.pl/

LEARNING THE POLISH LANGUAGE

There are several non-governmental organizations in the Warmia-Masuria province that run courses, either free of charge or partially paid. Classes are organised on a subsidised basis, so it is a good idea to keep up to date with information about the courses that have started - contacts to non-governmental organisations in the province that support migrants can be found in the REGIONAL ORGANISATIONS section. Paid courses are organised in the province by local private language schools and by the University of Warmia and Masuria in Olsztyn, through the activities of the Centre of Polish Language and Culture for Foreigners, whose offer you can find at:

https://www.uwm.edu.pl/okjp/eng-pol/pol1-kontakt.htm

VOLUNTEERING

Volunteering in Warmia and Masuria provides the region's residents with the opportunity to get involved in a variety of social, cultural, educational and environmental activities. Volunteers can take part in projects supporting local communities, helping senior citizens, people with disabilities, and taking part in cultural and sporting events.

FEDERATION OF SOCIAL ORGANISATIONS OF WARMIA-MASURIA PROVINCE FOSa

The Federation of Social Organisations of Warmia and Masuria engages volunteers in various social and support activities, including senior volunteering.

https://www.federacjafosa.pl

REGIONAL VOLUNTEER CENTRE IN ELBLĄG

It coordinates volunteering in and around Elbląg, supports local initiatives and organizations.

https://www.wolontariat.org.pl/elblag

ESWIP ASSOCIATION (ELBLĄG ASSOCIATION FOR SUPPORTING NON-GOVERNMENTAL INITIATIVES)

It engages volunteers in social, cultural and educational projects in Elbląg and its surrounding area.

https://eswip.pl

THE FUTURE FOR CHILDREN FOUNDATION

It organizes voluntary work for the children of Warmia and Masuria, supporting their development and education.

https://przyszloscdladzieci.org

VOLUNTEERING

ALBATROSS FOUNDATION

It works to protect water birds and their habitats in the region. Volunteers can get involved in field research and educational activities.

https:// fundacja-albatros.org.pl

THE WARMIA CARITAS ARCHDIOCESE

It is a catholic church organization which offers various forms of voluntary work, including assistance to the elderly, the sick, and support for families in difficulty. The Warmia Archdiocese Caritas Voluneering - Warmia Caritas Archdiocese provides charitable and humanitarian activities to meet human spiritual and material needs.

https://caritas.pl/diecezje/caritas-archidiecezji-warminskiej/

THE KÓŁKO GRANIASTE FOUNDATION

The organization is dedicated to the education and promotion of healthy lifestyles, and engages volunteers in projects related to the education of children and young people.

https://kolkograniaste.pl

HEALTH

The public health care system in Poland operates on the basis of insurance, i.e. contributions paid to the Social Insurance Institution (ZUS). In state hospitals and outpatient clinics, free treatment is only available if the patient has health insurance. Only life-saving treatment is offered free of charge to everyone.

A lot of Polish people also use paid medical services.

EMERGENCY SERVICE

If you need immediate help and someone's life is at risk, you should call one of the two emergency numbers: 999 or 112.

999 – is the emergency number for the ambulance service. The call is answered directly by a medical dispatcher.

112 – is the single emergency number valid throughout the European Union.

The number 112 is used to make an emergency call in situations involving threat to health and life, but also to property. The 112 operator, after speaking to you, will notify the relevant services: ambulance, fire brigade, police, water rescue services, etc. They can also connect you directly to the relevant service.

Note: a patient may be billed for an unjustified ambulance call! There are many hospitals in the Warmia-Masuria province, including a number of specialist hospitals. With the exception of emergencies, the use of hospitals is possible upon referral from a general practitioner or a specialist doctor.

HOSPITALS

Selected hospitals:

PROVINCIAL SPECIALISED HOSPITAL IN OLSZTYN

18 Żołnierska St., 10- 561 Olsztyn
https://www.wss.olsztyn.pl
Secretariat: +48 (89) 53 86 550, e-mail: szpital@wss.olsztyn.pl
Emergency room:+48 (89) 538 63 02/89 538 63 33
63 33 Clinical Hospital E.D.:
tel. +48 (89) 538 65 11, +48 (89) 538 64 32, +48 (89) 538 63 02
Information/hospital switchboard:: +48 (89) 538 63 56, +48 (89) 538 65 98
Registration for Specialist Clinics: +48 (89) 544 42 00

MUNICIPAL COMBINED HOSPITAL IN OLSZTYN

44 Niepodległości St., 10-045 Olsztyn
30 Wojska Polskiego Av., 10-229 Olsztyn (branch)
https://www.szpital.olsztyn.pl
Secretariat: +48 (89) 532 62 63, e-mail: sekretariat@szpital.olsztyn.pl
Information: +48 (89) 532 63 37
E.D.: +48 (89) 532 62 05
Registration for cataract surgery: +48 (89) 678 66 21
Registration for Specialist Clinics: +48 (89) 532 62 97

CLINICAL HOSPITAL OF THE MINISTRY OF INTERNAL AFFAIRS AND ADMINISTRATION WITH WARMIA-MASURIA ONCOLOGY CENTRE IN OLSZTYN

37 Wojska Polskiego Av., 10-228 Olsztyn
https://www.poliklinika.net
Secretariat: +48 (89) 539 82 40, e-mail: sekretariat@poliklinika.net
Information: +48 (89) 539 84 28
Headquarters: +48 (89) 539 80 00/89 539 84 02
E.D.: +48 (89) 539 88 21/89 539 88 26
Clinical hospital emergency department: +48 (89) 539 82 00

HOSPITALS

UNIVERSITY CLINICAL HOSPITAL IN OLSZTYN

30 Warszawska Av., 10-082 Olsztyn
https://www.szpital.uwm.edu.pl
Secretariat: +48 (89) 524 53 54, e-mail: kancelaria@szpital.uwm.edu.pl
Main tel. no. for the hospital: +48 (89) 524 53 50
E.D.: +48 (89) 524 54 01
Specialist clinics: +48 (89) 524 53 95

WARMIA-MASURIA CENTRE FOR LUNG DISEASES IN OLSZTYN

78 Jagiellońska St., 10-357 Olsztyn
https://www.pulmonologia.olsztyn.pl
Secretariat: +48 (89) 532 29 01, e-mail: sekretariat@wmccp.pl
Registration: +48 (89) 532 29 49 / +48 (89) 532 29 50
Information: +48 (89) 532 29 00

PROVINTIAL PSYCHIATRIC TREATMENT COMPLEX IN OLSZTYN

35 Wojska Polskiego Av., 10-228 Olsztyn
https://www.wzlp.pl
Secretariat: +48 (89) 678 53 99 e-mail: sekretariat@wzlp.pl
Information: +48 (89) 678 53 53
E.D.: +48 (89) 678 53 73
Specialised Clinics Team: +48 (89) 678 53 57, +48 (89) 678 53 18

PROVINCIAL SPECIALIST CHILDREN HOSPITAL IN OLSZTYN

18a Żołnierska St., 10-561 Olsztyn
https://www.wssd.olsztyn.pl
Secretariat: +48 (89) 539 34 55, e-mail: sekretariat@wssd.olsztyn.pl
Information: +48 (89) 539 33 03 (10 am-8 pm)
E.D.: +48 (89) 539 33 05
Registration: +48 (89) 539 32 00 (7am-8pm)

HOSPITALS

PROVINCE COMBINED HOSPITAL IN ELBLĄG

146 Królewiecka St., 82-300 Elbląg
https://www.szpital.elblag.pl
Secretariat: +48 (55) 239 59 00, e-mail: sekretariat@szpital.elblag.pl
E.D.: +48 (55) 239 57 11, +48 (55) 239 58 11, +48 (55) 239 59 11

SAINT JAN PAWEŁ II CITY HOSPITAL IN ELBLĄG

35 Jana Amosa Komeńskiego St., 82-300 Elbląg
https://www.szpitalspecjalistyczny.elblag.pl
Secretariat: +48 (55) 239 44 02, e-mail: sekretariat.ess@elblag.com.pl
E.D.: +48 (55) 239 46 93

MILITARY CLINICAL HOSPITAL WITH POLYCLINIC SPZOZ IN LUBLIN - EŁK BRANCH

30 Kościuszki St., 19-300 Ełk
https://www.1wszk.elk.pl
Secretariat: 261 332 803, e-mail: sekretariat@1wszk.elk.pl
Specialist registration: +48 (87) 621 03 10
Emergency room: 261 332 923
Hospital / E.D.: 261 332 914

PRO - MEDICA HOSPITAL IN EŁK

24 Baranki St., 19-300 Ełk
https://www.promedica.elk.com.pl
Secretariat: +48 (87) 621 96 20
Information: +48 (87) 620 95 71
E.D.: +48 (87) 620 95 90
https://www.gov.pl/web/uw-warminsko-mazurski/wykaz-szpitali-wpisanych-do-rejestru-wojewody-warminsko-mazurskieg

HOSPITALS

HOSPITAL EMERGENCY DEPARTMENT (E.D.)

You should only visit the Hospital Emergency Department if you are in a life or health emergency. This is a condition that requires immediate diagnosis and treatment and whose immediate result may be serious damage to bodily functions, such as a fracture, injury, heart attack or stroke.

A list of hospital emergency departments is available on the website of the provincial branch of the National Health Fund as well as in the link below:

https://www.naglapomoc.pl/pomoc/sor/warminsko-mazurskie/

NIGHT AND HOLIDAY HEALTH CAREA

These are primary care services provided from Monday to Friday from 6pm to 8am the following day and 24 hours a day on public holidays.

In the event of a sudden illness or a sudden deterioration in health, a patient can go to any night and holiday care centre for help, regardless of where they live and which doctor/nurse in primary health care (PHC) they are registered with. The doctor on duty provides counsel in hospital, at the patient's home and also by telephone. The doctor and nurse are available at night, on days off and on holidays in the event of: sudden illness, sudden deterioration of health when there are no symptoms suggesting an imminent threat to life or significant harm to health.

A list of night and holiday healthcare posts in the Warmia-Masuria province can be found on the website of the National Health Fund. Link below:

https://www.nfz-olsztyn.pl/pacjent/na-ratunek/nocna-i-swiateczna-opieka-zdrowotna/

HEALTH CLINICS

Primary health care comprises health centres - here you will find a family doctor, a paediatrician, a general practitioner or a dentist. In the Warmia-Masuria province there are many Primary Health Care Centres that operate as public or private entities, but are contracted by the National Health Fund. Both forms of the facilities can be used by people who pay (either by themselves or through their employer) a health contribution – i . e . they are insured.

Once you are insured, it is a good idea to go to a health centre and register as a patient at the health centre that is convenient for you (close to where you live, close to where you work or is otherwise convenient). You can change your family doctor three times a year free of charge.

An interactive map of primary health care services is available on the website of the National Health Fund Warmia-Masuria Branch in Olsztyn:

https://www.nfz-olsztyn.pl/pacjent/jak-sie-leczyc/

A database of facilities which provide medical services to insured people and have contracts with the National Health Fund (NFZ), together with contact details, opening hours and location on the map, can be found using the „Where to get treatment" search engine. It consists of several elements which will show the patient e.g. outpatient clinics and hospitals, emergency assistance units, hospital emergency wards, pharmacies, orthopaedic supply points, etc. A link to the search engine for the Warmian-Masurian province is provided below:

https://www. gsl.nfz.gov.pl/GSL/

SANITARY EPIDEMIOLOGICAL SERVICE

The Provincial or District Sanitary and Epidemiological Station [herein: SANEPID] is the institution responsible for epidemiological issues - in the context of epidemics, tests, quarantine as well as carrying out necessary examinations for professions connected with food production (sanitary booklets). There are several SANEPID posts in the Warmian-Masurian province. You can find a selection of them below:

PROVINCIAL SANITARY AND EPIDEMIOLOGICAL STATION IN OLSZTYN

16 Żołnierska St., 10-561 Olsztyn,
tel. +48 (89) 524 83 00
e-mail: wsse.olsztyn@sanepid.gov.pl
emergency tel.: +48 887 436 470 ((contact only beyond office hours, in situations threatening the health and life of people caused by poor sanitary or epidemiological conditions).
For more information, see the link below:
https://www.gov.pl/web/wsse-olsztyn

DISTRICT SANITARY AND EPIDEMIOLOGICAL STATION IN ELBLĄG

195 Królewiecka St., 82-300 Elbląg
tel. +48 (55) 232 74 31
e-mail: psse.elblag@sanepid.gov.pl
Office hours: (Mon-Fri) 07:30 - 15:00
Emergency number: +48 723 304 366
More information in the link below:
www.gov.pl/web/psse-elblag

DISTRICT SANITARY AND EPIDEMIOLOGICAL STATION IN EŁK

6A/1 Toruńska St., 19-300 Ełk
tel. +48 (87) 621 77 50
e-mail: psse.elk@sanepid.gov.pl
Emergency number: +48 887 436 359
More information in the link below:
https://www.gov.pl/web/psse-elk

DISABILITY

Disability assessment is carried out by the District/Municipal Disability Assessment Boards.

MUNICIPAL TEAM FOR DISABILITY ASSESSMENT IN OLSZTYN DISABILITY ASSESSMENT UNIT IN OLSZTYN

23A Prosta St., 10-029 Olsztyn
tel. +48 (89) 535 25 59
https://www.mzon.olsztyn.eu/index.php/miejski-zespol-ds-orzekania-o-niepelnosprawnosci

DISTRICT FAMILY HELP CENTRE IN OLSZTYN

5 Bema, 10-516 Olsztyn
tel. +48 (89) 523 28 00, fax +48 (89) 523 28 02
https://pcpr-powiatolsztynski.pl/

DISTRICT DISABILITY TEAM IN EŁK - DISABILITY ASSESSMENT UNIT IN EŁK

16A Zamkowa St.
tel. +48 (55) 625 61 72
https://www.ecus.pl/powiatowy-zespol-ds-orzekania-o-niepelnosprawnosci/

DISTRICT TEAM FOR DISABILITY ASSESSMENT IN EŁK

36 Kilińskiego St.
19-300 Ełk
tel. +48 (87) 621 64 85, tel. +48 690 336 151
https://www.pcpr.elk.pl/index.php/powiatowy-zespol-ds-orzekania--o-niepelnosprawnosci/kontakt-2/

You can appeal against the decisions of the District/Municipal Disability Assessment Boards to the Provincial Disability Assessment Boards in Warmia--Masuria province.

DISABILITY

PROVINCE TEAM FOR DISABILITY ASSESSMENT IN WARMIA-MASURIA PROVINCE – THE POST IN ELBLĄG

1. Wojska Polskiego St., 82-300 Elbląg
tel. +48 (55) 232 74 26
It covers the districts of Braniewo, Dzialdowo, Elbląg and the city of Elbląg, Novomiejski, Iławski and Ostróda.

PROVINCE DISABILITY ASSESSMENT BOARD IN WARMIA-MASURIA PROVINCE - THE POST IN OLSZTYN

60 Dworcowa St., 10-437 Olsztyn
tel. +48 (89) 542 65 73
It covers the districts of Bartoszyce, Lidzbark, Nidzica, Summit, Olsztyn and the city of Olsztyn.

PROVINCE TEAM FOR DISABILITY ASSESSMENT IN WARMIA-MASURIA PROVINCE – THE POST IN EŁK

15 Mickiewicza St. , 19-300 Ełk
tel. +48 (87) 621 36 77
It covers the districts of Kętrzyn, Mragowo, Piski, Olecki, Gołdap, Węgorzewski, Giżycko and Ełk.

COMMUNICATION AND TRANSPORT

TICKETS

The following means of transport operate nowadays in Olsztyn: buses, trams and an electric scooter system. The same public transport tickets work for buses and trams operating within Olsztyn.

The tickets can be purchased at customer service points, ticket machines or via smartphone apps (e.g. sky cash, mobilet). Please note that tickets are not sold by the driver or the bus driver. The ticket must be punched at the ticket counter when you board the vehicle. Tickets for multiple journeys must be punched on the first journey.

Information on the ticket types can be found here:

https://olsztyn.eu/o-olsztynie.html

OLSZTYN CITY CARD - OCC

Regular users of public transport can obtain an Olsztyn City Card (OCC), which allows them to buy a ticket for a month, 30 days or a single ticket.

The OCC card application form can be filled out and submitted in two ways: in the traditional form – a PDF file to download and print:

https://zdzit.olsztyn.eu/wp-content/uploads/2023/07/Wniosek_Olsztyska_Karta_Miejska.pdf

and an electronic form – the online form:

https://zdzit.olsztyn.eu/olsztynska-karta-miejska-przez-internet/

Types of OCC: A personalised card – it is an electronic card for single journeys and season tickets. The personalised card also contains information about possible concessions or free travel. This means that you no longer need to carry additional documents to prove your privileges. The personalised OCC can only be used by the person whose details are entered on the card.

A bearer card – it is an electronic purse for single journeys and season tickets. The OCC bearer card can be used by multiple people. **OCC can also be used to pay in the Paid Parking Zone.**

PASTORAL CARE

In Warmia-Masuria province there are places of prayer for followers of many denominations. Churches and religious associations (selected) in Warmia-Masuria province:

ARCHDIOCESE OF WARMIA

Information on diocesan institutions, movements and associations and more can be found here:

https://www.archwarmia.pl/parafie-dokumenty/

MASURIAN DIOCESE - EVANGELICAL AUGSBURG CHURCH IN THE REPUBLIC OF POLAND

Information for followers of the Evangelical Lutheran Church can be found here:

https://www.diec-mazurska.luteranie.pl/

DEACONESS OF THE MAZURIAN DIOCESE OF THE EVANGELICAL-AUGSBURG CHURCH

15 Zjazdowa St., 11-400 Kętrzyn

EVANGELICAL-AUGSBURG PARISHES

2 Kościelna St., 11-700 Mrągowo
6 Partyzantów St., 11-520 Ryn
1. Warszawska St., 12-100 Szczytno
12a Daszyńskiego , 12-200 Pisz
5 Kościelny 5, 11-730 Mikołajki
28 Władysława Jagiełły St., 13-200 Działdowo
25 Kosynierów Gdyńskich St., 82-300 Elbląg
6 Grunwaldzki, 11-500 Giżycko
3 Jedności Słowiańskiej St., 12-130 Pasym
3 Plażowa St., 11-731 Sorkwity

More about the lutheran church in Poland can be found here:

https://www.luteranie.pl/

PASTORAL CARE

„ANTIOCHIA" CHURCH OF THE CHRISTIAN BAPTISTS IN NIDZICA

9C 1 Maja St., 13-100 Nidzica

BAPTIST CHURCH

10 Mickiewicza St., 11-015 Olsztynek
3 Nadrzeczna St., 14-100 Ostróda
55A Bema St., 82-300 Elbląg
22 1 Maja Av., 11-500 Giżycko
14 11 Listopada St., 11-600 Węgorzewo
9 Bohaterów Warszawy St., 11-200 Bartoszyce
1B Plac Konsulatu Polskiego St., 10-532 Olsztyn

CHRISTIAN COMMUNITY - PENTECOSTAL CHURCH IN EŁK

16 Dąbrowskiego St., 19-300 Ełk

PENTECOSTAL CHURCH IN POLAND JESUS CHRIST CHURCH IN WĘGORZEWO

4 Jaracza St., 11-600 Węgorzewo

PENTECOSTAL CHURCH BETEL CHURCH

4 Śląska St., 12-100 Szczytno
33 Powstańców Warszawy St., 11-400 Kętrzyn
12A Wojska Polskiego St., 19-500 Gołdap

BETEZDA PENTECOSTAL CHURCH IN IŁAWA

13Niepodległości St., 14-200 Iława

WORD OF RECONCILIATION PENTECOSTAL CHURCH

23 Obrońców St., 10-606 Olsztyn

‚WORD OF LIFE' PENTECOSTAL CHURCH IN BISKUPIEC

6 Pionierów St., 11-300 Biskupiec

PASTORAL CARE

THE PENTECOSTAL CHURCH ‚SYLOE' IN MORĄG
7 Przemysłowa St., 14-300 Morąg

PENTECOSTAL CHURCH IN MRGOWO
2A Spacerowa St., 11-700 Mrągowo

‚NEW LIFE' PENTECOSTAL CHURCH IN ELBLĄG
3A Sienkiewicza St., 82-300 Elbląg

PENTECOSTAL CHRISTIAN COMMUNITY CHURCH IN GOŁDAP
12A Warszawska St., 19-500 Gołdap

SEVENTH-DAY ADVENTIST CHURCH EASTERN DIOCESE
2A Gdyńska St., 10-608 Olsztyn
12 Sobieszczańskiego St., 12-100 Szczytno
20 Poniatowskiego St., 11-100 Lidzbark Warmiński

SEVENTH-DAY ADVENTIST CHURCH WESTERN DIOCESE
9/2 Trybunalska St., 82-300 Elbląg

EVANGELICAL-METHODIST CHURCH IN OLSZTYNEK PARISH
1 Mrongowiusza St., 11-015 Olsztynek

EVANGELICAL-METHODIST CHURCH - THE LOVE OF GOD PARISH
26 Słowackiego St., 19-300 Ełk

PASTORAL CARE

GREEK CATHOLIC PARISHES

15 Traugutta St., 82-300 Elbląg
1 Ripeckiego St., 11-220 Górowo Iławeckie
14 11 Listopada St. 11-600 Węgorzewo
2 Pocztowa St., 11-400 Kętrzyn
8 Metropolity Andrzeja Szeptyckiego St., 14-200 Iława
30 Dąbrowskiego St., 14-300 Morąg
1 Białostocka St., 11-500 Giżycko
19-300 Chrzanowo 1
2A Dworcowa St., 11-510 Wydminy
8 Wyszyńskiego St., 11-100 Lidzbark Warmiński
1/1 Drewniana St., 14-500 Braniewo
22A Sienkiewicza St., 14-100 Ostróda

ORTHODOX CHURCH PARISHES

58 Sadowa St. ORTHODOX CHURCH PARISHES, 82-300 Elbląg
33 Mickiewicza St. ORTHODOX CHURCH PARISHES, 11-430 Korsze
6 Konopnickiej St. ORTHODOX CHURCH PARISHES, 19-300 Ełk
12-220 Wojnowo 24
8 Wojska Polskiego Av., 14-510 Orneta
38 71/5 Wojska Polskiego Av., 10-229 Orneta - the address for correspondence

You can also enjoy the broadcasting of masses and services
live via the Internet, which are available in various languages:
https://msza-online.net/msze-swiete-w-innych-jezykach/

CULTURE AND ENTERTAINMENT

There are many cultural institutions in the Warmia-Masuria province. These include institutions such as museums, galleries, theatres, philharmonics, as well as libraries and cultural centres. The latter establishments are very popular in our region and you will find them not only in large cities, but also in almost every municipality.
The main cultural institutions in the province:

FRENCH-POLISH CENTRE CÔTES D'ARMOR-WARMIA AND MAZURY IN OLSZTYN

https://cpf.olsztyn.pl/
39 Dąbrowszczaków St, II floor, 10-542 Olsztyn
tel.: +48 504 914 186, +48 89 527 63 73
e-mail: info@cpf.olsztyn.pl

MUSEUM OF FOLK ARCHITECTURE ETHNOGRAPHIC PARK IN OLSZTYNEK

https://muzeumolsztynek.pl/
23 Leśna St., 11-015 Olsztynek
e-mail: sekretariat@muzeumolsztynek.com.pl
Secretariat: +48 (89) 519-21-64

MUSEUM OF NICOLAUS COPERNICUS (FROMBORK)

muzeumkopernika.pl/
8 Katedralna St., 14-530 Frombork
tel. +48 (55) 244 00 70
e-mail: sekretariat@muzeumkopernika.pl

MUSEUM OF WARMIA AND MASURIA (OLSZTYN)

https://muzeum.olsztyn.pl/
2 Zamkowa St., 10-074 Olsztyn
e-mail: sekretariat@muzeum.olsztyn.pl
Headquarters: +48 (89) 527 95 96

CULTURE AND ENTERTAINMENT

MUSEUM OF FOLK CULTURE IN WĘGORZEWO

https://www.muzeum-wegorzewo.pl/

1 Portowa ST., 11-600 Węgorzewo
tel./fax: +48 (87) 427 52 78, +48 (87) 427 32 42,
e-mail: mkl.wegorzewo@wp.pl

MUSEUM OF THE BATTLE OF GRUNWALD IN STĘBARK

https://muzeum-grunwald.pl/

Stębark 1, 14-107 Gierzwałd
tel. +48 (89) 647 22 28
e-mail: info@muzeumgrunwald.pl

CENTRE FOR EDUCATION AND CULTURAL INITIATIVES IN OLSZTYN

https://ceik.eu/

1 Parkowa St., 10-233 Olsztyn
e-mail: sekretariat@ceik.eu
tel. +48 (89) 513 17 31

THE EMILIA SUKERTOWA-BIEDRAWINA PROVINCIAL PUBLIC LIBRARY IN OLSZTYN

https://www.wbp.olsztyn.pl/

1-Maja St. no 5, 10-117 Olsztyn
e-mail: wbp@wbp.olsztyn.pl
tel. +48 (89) 524 90 32

THE ‚ŚWIATOWID' CENTRE FOR EUROPEAN MEETINGS IN ELBLĄG

https://www.swiatowid.elblag.pl/pl

1 Jagiellończyka Pl. 1 , 82-300 Elbląg
tel. +48 (55) 611 20 50
e-mail: info@swiatowid.elblag.pl

CULTURE AND ENTERTAINMENT

THE FELIKS NOWOWIEJSKI WARMIA-MASURIA PHILHARMONIC IN OLSZTYN

https://filharmonia.olsztyn.pl/
1 Głowackiego St., 10-447 Olsztyn
Secretariat: tel. +48 (89) 527 51 75 lub 76, +48 (89) 527 23 02
e-mail: sekretariat@filharmonia.olsztyn.pl
Ticket office: tel. +48 (89) 527 23 02
open Mon-Fri from 10 am to 5 pm and one hour before the concert

THE ALEKSANDER SEWRUK THEATRE IN ELBLĄG

https://teatr.elblag.pl/
11 Teatralna St., 82-300 Elbląg
tel. + 48 (55) 641-97-00
e-mail: bow@teatr.elblag.pl

THE STEFAN JARACZ THEATRE IN OLSZTYN

https://teatr.olsztyn.pl/
1 Maja St. no 4, 10-118 Olsztyn
tel. +48 (89) 527 59 59 wew. 87
e-mail: organizacja@teatr.olsztyn.pl

THE ORLĘTA LWOWSKIE PALACE OF YOUTH IN OLSZTYN

https://palac.olsztyn.eu/
3 Emilii Plater St., 10-562 Olsztyn
tel. +48 (89) 527 32 69, kom. 512 225 433
e-mail: sekretariat@palac.olsztyn.eu

MUNICIPAL PUBLIC LIBRARY IN OLSZTYN

https://mbp.olsztyn.pl/
2 Rodziewiczówny St., 10-030 Olsztyn,
tel. +48 (89) 535 30 80
e-mail: sekretariat@mbp.olsztyn.pl

You can also find interesting cultural offerings by observing the activities of local and regional social organizations and visiting places such as pubs, restaurants, music clubs.

federacja

FOSa

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