

Prague is our home!

Guide for foreigners living in Prague

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Department of Culture and Tourism – National Minority and Foreigner Division.

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Photos: Prague City Tourism.

Dear friends,

you are holding an information guide aimed not only at migrants living in the capital city of Prague, but also at officials working with migrants within the state administration, local self-government and non-governmental organisations.

The guide is designed as a signpost with basic information and contact details of various organisations, institutions and their departments so as to provide the best possible level of understanding to migrants and give them support in resolving everyday issues connected with life in Prague.

The aim of this guide is to provide a directory with contact details of websites and institutions where you can find further information or a person who will help you out if you feel lost.

We wish that Prague becomes your new home and the metropolis for ALL!

Your Capital City of Prague.

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PRAGUE



The Old Town Square, formerly also the Great Square, today colloquially called “Staromák” is situated in the centre of the Prague Old Town. Several significant historic objects are located there, for example the Prague Astronomical Clock, the Old Town Hall or the Týn Church.



Prague Castle is the most significant Czech castle. Since the 9th century it was the seat of Czech princes and later kings, since 1918 it has been the seat of the President of the Republic. Twice throughout its history it became the main residence of the Holy Roman Emperor. According to the Guinness Book of Records, it is considered the largest ancient castle in the world.

Prague is the capital as well as the largest city in the Czech Republic (CR), located in the middle of Bohemia on the Vltava river. The city has been growing to its present state over eleven centuries. Nowadays, it covers an area of 496 square kilometres and has about 1.2 million inhabitants. “The Capital City of Prague” has been its official name since 1920. The phrase “Prague – the heart of Europe” refers then to the metropolis location – in the middle of Europe.

According to a legend, founding of the town of Prague was foretold by Princess Libuše in her famous prophecy: “I see a great city whose glory will touch the stars. In a forest, one day’s walk from here, you will find a man making a wooden threshold (in Czech “práh”) of a house. And because even the great noblemen must bow low before a threshold, you shall give it the name Praha.”

Prague soon became the centre of an emerging Czech state. Rulers began to control the surrounding areas from the Prague Castle. Even today, the president of the Czech Republic resides in the Prague Castle. The seat of the Czech Government, the supreme body of the executive power, is also in Prague. The city is managed by the Prague City Hall, which takes the function of both municipal and regional authority.

From historical point of view, the most valuable parts of Prague can be found in today’s Prague 1, which is where the medieval city core was situated. Since 1992, the historical core of the city is listed in the UNESCO Heritage List. Here you can find almost all major tourist places of interest:

Charles Bridge is the oldest preserved bridge across the Vltava river in Prague and the second oldest preserved bridge in the CR. It is an important connection between the Old Town and the Lesser Town of Prague. The historic royal route also went across the bridge.

During its existence, several world-wide known people were born or lived in Prague. Among the most significant were the Czech King and the Holy Roman Emperor Charles IV, the composer Antonín Dvořák, the opera singer Ema Destinnová, or the writers Franz Kafka, Karel Čapek and Jan Neruda. The historically renowned composer Wolfgang Amadeus Mozart also briefly worked and lived in Prague.



THE CAPITAL CITY OF PRAGUE AND ITS DISTRICTS

MAGISTRÁT HLAVNÍHO MĚSTA PRAHY (MHMP) – PRAGUE CITY HALL

Škodův palác, Jungmannova 35/29, 110 00 Praha 1



 www.praha.eu

The Prague City Hall (MHMP) is the authority in charge of public administration. Its activities are focused mainly on service to the citizens of the capital city of Prague. Moreover, it works both as municipal and local authority of the Capital City of Prague.

PRAGUE CONTACT CENTRE

+420 12 444

info@praha.eu

INFORMATION WEBSITE WWW.METROPOLEVSECH.EU

Prague City Administration runs a website, which is primarily intended for migrants living in Prague. It is available in several languages – languages that are spoken by the most of new residents in Prague. It is designed as a signpost with the most important information and contact details of various organisations, offices and departments in order to provide migrants with as much information as possible about dealing with everyday issues and finding their way in the city that has become their new home. Moreover, the website provides information about Czech language courses, culture events and opportunities to participate in public life, which gives migrants a chance to integrate into life in the capital city and the Czech Republic.

 www.metropolevsech.eu  www.facebook.com/metropolevsech

Some city districts have their own websites with information for foreigners.

PRAŽSKÁ INFORMAČNÍ SLUŽBA – PRAGUE CITY TOURISM

www.praha.eu

Discover Prague with certified trained guides and interesting tips.

The Capital City of Prague is divided into 57 city parts (městské části, hereinafter MČ). Out of these, there are 22 self-governing administrative districts with their own local authorities / municipal office. Depending on your residency, you belong to a particular local authority. At these offices you can resolve several important issues related to living in Prague – marriage documents; trade licence; parking permit card for paid parking zones within your district. Each municipal office comprise several departments (Trade Licensing Department, Department of Civil Administration, Social Department, Education Department etc.).

DEPARTMENTS – WHO IS IN CHARGE?

Although each municipal office can have slightly different name of the departments, it is possible to find what you actually need in every city district.

 www.portal.gov.cz

MAIN CITY DISTRICT DEPARTMENTS:

- **Trade Licensing Department** (Živnostenský odbor) – Is in charge of the self-employed and entrepreneurs – you can arrange a trade licence here. However, you can get the licence also at a Trade Licensing Department outside your residence.
- **Department of Civil Administration – Civil Registry** (Matriční úřad, so-called Matrika) – An office that runs the civil register. The office issues documents for marriage – marriage certificate, child birth – birth certificate, death – death certificate etc. It also deals with citizenship applications, registered partnerships, changes of name/surname etc.
- **Building Department** (Stavební odbor) – Issues planning, zoning and construction permits as well as the registration of buildings in the territory and keeps a register of buildings.
- **Social Department** (Sociální odbor / Odbor sociálních věcí) – Focuses mainly on social care and prevention – this department provides supervision in troubled families, children and youth guardians, adult guardians. It also deals with applications for placement in nursing or retirement homes; provides housing for socially underprivileged citizens; issues parking permits for citizens with permanent residency and citizens with disabilities. It also includes the Child Protection Unit (so-called OSPOD), which is an authority for children (see Pg. 12).
- **Education Department** (Odbor školství) – Provides for example placing children in a kindergarten / elementary school in the place of residency. It establishes and monitors educational facilities as well as coordinates school education curriculum and thus ensures quality education for children, pupils and students.
- **Transport Department** (Odbor dopravy) – Deals with issuing/changes in driver's licences and permits; deals also with changes of foreign driver's licences to Czech; keeps vehicle register. In Prague, driver's licences are issued at MHMP Business Centre Vyšehrad, Na Pankráci 1685/17, 19, Praha 4.
- **Department of Civil Administration – The division for residents and personal documents** (Odbor občansko-správních agend, frequently just a section) – Issues personal documents, passports to the Czech citizens, keeps lists of inhabitants and permanent residence etc.

Czech POINT

Czech POINT serves as a one-stop shop for public administration services enabling communication with the state administration at a single location.

Provided services useful for you:

extract from the Land Register, Commercial Register, Trade Register, Criminal Register (also for legal entities) or an extract from the driver penalty point count and authentication of signature (legalization)

Czech POINTs are available at some city district offices, but also at Czech post offices and some notaries.

 www.czechpoint.cz/web

Excerpts that you get at the Czech POINT contact offices are primarily to be used within the territory of the Czech Republic.

Praha 1 Vodičkova 681/18 115 68 Praha 1	+420 221 097 111	posta@praha1.cz	www.praha1.cz
Praha 2 náměstí Míru 20/600 120 39 Praha 2	+420 236 044 111	posta@praha2.cz	www.praha2.cz
Praha 3 Havlíčkovo nám. 9/700 130 85 Praha 3	+420 222 116 111	podatelna@praha3.cz	www.praha3.cz https://bit.ly/2TqLZfl
Praha 4 Antala Staška 2059/80b 140 46 Praha 4	+420 800 194 237	radnice@praha4.cz	www.praha4.cz https://bit.ly/2A8qffl
Praha 5 Náměstí 14. října 1381/4 150 22 Praha 5	+420 800 800 005	podatelna@praha5.cz	www.praha5.cz
Praha 6 Československé armády 601/23 160 52 Praha 6	+420 800 800 001	podatelna@praha6.cz	www.praha6.cz
Praha 7 nábř. Kpt. Jaroše 1000 170 00 Praha 7	+420 220 144 111	podatelna@praha7.cz	www.praha7.cz https://bit.ly/2RZhbKc
Praha 8 Zenklova 1/35 180 48 Praha 8	+420 222 805 111	posta@praha8.cz	www.praha8.cz
Praha 9 Sokolovská 14/324 180 49 Praha 9	+420 283 091 111	podatelna@praha9.cz	www.praha9.cz
Praha 10 Vršovická 68 101 38 Praha 10	+420 840 111 213	posta@praha10.cz	www.praha10.cz
Praha 11 Ocelíkova 672/1 149 41 Praha 4	+420 800 104 300	podatelna@praha11.cz	www.praha11.cz
Praha 12 Písková 830/25 143 00 Praha 4	+420 244 028 111	informace@praha12.cz	www.praha12.cz https://bit.ly/2Blor4W
Praha 13 Sluneční nám. 2580/13 158 00 Praha 5	+420 800 130 000	dotazy@p13.mepnet.cz	www.praha13.cz
Praha 14 Bratří Venclíků 1073 198 21 Praha 9	+420 281 005 111	informace@praha14.cz	www.praha14.cz https://bit.ly/2qVtuOR
Praha 15 Boloňská 478/1 109 00 Praha 10	+420 281 003 111	podatelna@praha15.cz	www.praha15.cz

Praha 16 Václava Balého 23/3 153 00 Praha-Radotín	+420 234 128 111	elpodatelna@praha16.eu	www.praha16.eu
Praha 17 Žalanského 291/12b 163 00 Praha-Řepy	+420 234 683 111	podatelna@praha17.cz	www.repy.cz https://bit.ly/2qX52RZ
Praha 18 Bechyňská 639 199 00 Praha 9	+420 284 028 111	epodatelna@letnany.cz	www.praha18.cz
Praha 19 Semilská 43/1 197 00 Praha 9	+420 284 080 811	info@kbely.mepnet.cz	www.praha19.cz
Praha 20 Jívanská 647 193 21 Praha 9	+420 271 071 611	urad@pocernice.cz	www.pocernice.cz
Praha 21 Staroklánovická 260 190 16 Praha 9-Újezd nad Lesy	+420 281 012 911	podatelna@praha21.cz	www.praha21.cz
Praha 22 Nové náměstí 1250 104 00 Praha 114	+420 271 071 812	podatelna@praha22.cz	www.praha22.cz

RESIDENCY IN THE CZECH REPUBLIC

The agenda related to residency in the Czech Rep. is a responsibility of two departments within the Ministry of the Interior (Ministerstvo vnitra, MV ČR): Foreign Police (Služba cizinecké policie) and Department for Asylum and Migrant Policy.



FOREIGN POLICE

Foreign Police is responsible for issuing short-term visas for up to 90 days, registration of new migrants coming to the CR, random check of residence permits (e.g. at work, on the street), and penalties for non-compliance with the conditions for residence in the CR.

RESIDENCE ADMINISTRATION UNIT (ODDĚLENÍ POBYTOVÝCH AGEND)

Olšanská 2176/2
130 51 Praha 3

+420 974 820 317
krpa.ocp.podatelna@pccr.cz

Mon, Wed: 8 AM – 5 PM
Tue, Thu: 8 AM – 3 PM
Fri: 8 AM – 12 PM

DEPARTMENT FOR ASYLUM AND MIGRANT POLICY (Odbor azylové a migrační politiky, OAMP)

OAMP is responsible for the agenda of long-term visas, long-term and permanent residence permits, temporary residence of EU citizens and their family members, employee cards, biometric cards etc. It is your duty to report all changes related to your place of residence, surname and family as well as changes of data in your travel document and in your document issued for the residence in the CR to the OAMP.

A change of place of your residence has to be reported within 30 days, however, the other changes have to be reported no later than within 3 days. Always observe the deadlines!

Should you need to visit OAMP, we recommend that you make an appointment in advance to avoid unnecessary queues.

Appointment scheduling nr: +420 974 820 680, office hours: Mon–Thu 8 AM–4 PM, Fri 8 AM–2 PM.

It is possible to schedule an appointment online to office for Prague I, II and III at frs.gov.cz.

TEMPORARY, LONG-TERM AND PERMANENT RESIDENCY

Office Prague I Serving: Praha-Východ (Prague-East), Praha 1, 3, 6, 7, 8 and 9	Žukovského 888/2 Praha 6	Mon, Wed: 8 AM–5 PM Tue, Thu: 8 AM–3 PM Fri: 8 AM–12 PM*
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Last serial numbers for clients are handed out max. 60 minutes before closing time.

Office Prague II Serving: district Praha-Západ (Prague-West), Praha 2, 4, 5 and 10	Cigánkova 1861/2 Praha 4-Chodov	Mon, Wen: 8 AM–5 PM Tue, Thu: 8 AM–3 PM Fri: 8 AM–12 PM*
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Last serial numbers for clients are handed out max. 60 minutes before closing time.

STUDENT OFFICE

Office Prague III Serving: foreign university students residency in Prague, incl. Prague-East and Prague-West	Hládkov 682/9 Praha 6-Střešovice	Mon–Thu: 8 AM–4 PM* Fri: 8 AM–12 PM*
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SPECIALIZED OFFICE BY REQUEST OF ADMINISTRATIVE AUTHORITY


Office Prague – Letná Serving: specialized agenda	Nad Štolou 936/3 Praha 7-Holešovice (Letná)	Mon–Thu: 8 AM–4 PM** Fri: 8 AM–2 PM**
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* by appointment only ** only upon request of an administrative body

Details about legislation concerning residence issues can be found at the website www.mvcr.cz/cizinci. You will be directed to information on entering and residence within the CR also by the immigration website portal www.imigracniportal.cz.

MINISTRY OF INTERIOR OAMP INFORMATION HOTLINE:

Queries concerning the immigration issues, how to apply for a long-term visa or residency permit can be directed also to the OAMP information hotline. Queries are normally processed within 30 days. The information line is operating in Czech and English.

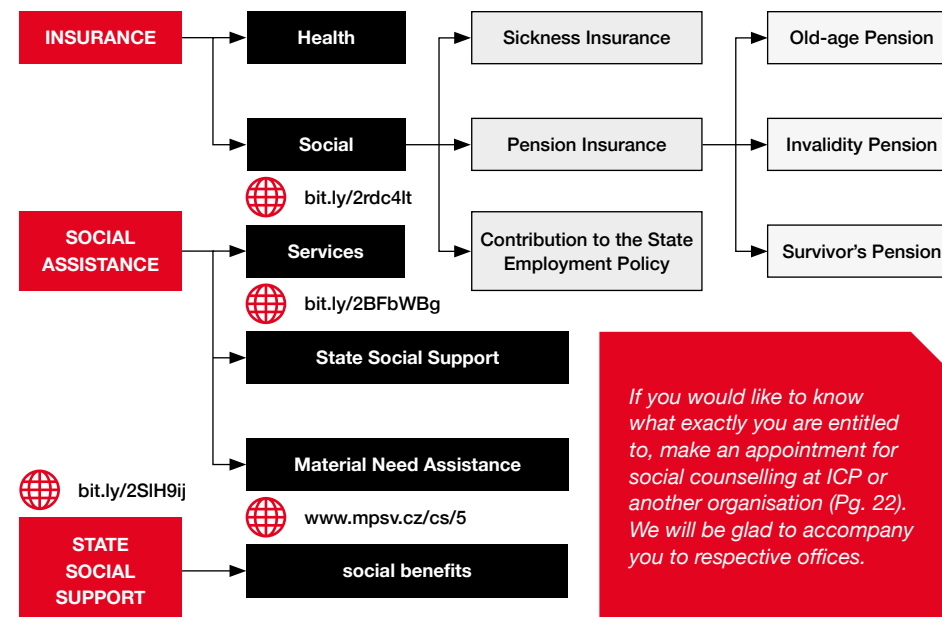
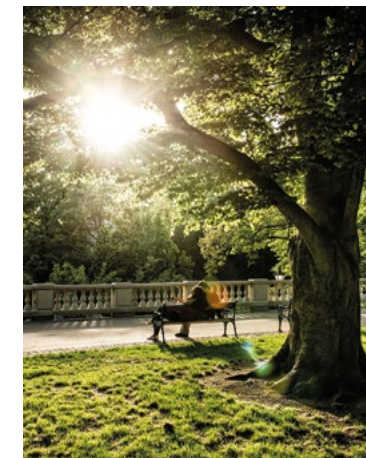
 pobyty@mvcr.cz, +420 974 832 421, +420 974 832 418
Operating hours: Mon–Fri: 8 AM–3 PM

SOCIAL SECURITY

The Czech Republic has a social security system to which all economically active people contribute. The system provides assistance to socially underprivileged fellow citizens, families with children and other groups.

 www.mpsv.cz

Applications for State Social Support and Material Need Assistance should be submitted to the contact offices of the Labour Office (Pg. 16).



If you would like to know what exactly you are entitled to, make an appointment for social counselling at ICP or another organisation (Pg. 22). We will be glad to accompany you to respective offices.

FAMILY AND CHILDREN


The CR supports families through following:

Social services are designed to assist and support individual family members or a family as a whole in difficult social situations, in order to prevent social exclusion. Social services comprise of following: social counselling, social care services and social prevention service. Services are available at ICP or other organisations (Pg. 22).

Services to support functioning families, that have preventive and supportive character. Their purpose is to facilitate and strengthen marriages, other partnerships and parenthood, and provide families with support in child care and balance work and family. These services are provided by private nursery centres, private nurseries; leisure and educational activities for children (e.g. leisure sports / arts / music clubs) etc.

 www.prazske-jesle.cz  www.vylety-zabava.cz/matrska-centra-kurzy-krouzky/praha


Leisure time activities for children and youth are offered by **Children and Youth Centres** (Domy dětí a mládeže).

 www.volnycaspraha.cz

Department for Social and Legal Protection of Children (OSPOD) – Is a department within Social Departments at District Offices. OSPOD represents the interests of children in proceedings involving minors (e.g. placement of a child with one of the parents, the amount of alimony, contact of children with their parents).


SAFETY HOTLINE

Safety Hotline (Linka bezpečí) is a free emergency phone line offering assistance to children and youth (up to 26 years). It operates 24 hours per day throughout the year. The hotline provides telephone emergency assistance and counselling to children and youth in difficult life situations which they cannot manage on their own.

 +420 116 111, pomoc@linkabezpeci.cz

PARENTAL HOTLINE

Provides telephone crisis intervention and counselling mainly to parents, grandparents and other family members.

 +420 606 021 021, pomoc@rodicovskalinka.cz

MARRIAGE AND FAMILY COUNSELLING CENTRES

You can contact the centres when going through partnership, marriage or family difficulties, divorce or post-divorce situations, but also concerning other relationship or personal difficulties.

 www.psychportal.cz/manzelske-rodinne-poradny

LOW-THRESHOLD YOUTH CLUBS (Nízkoprahové kluby pro mladistvé – NZDM)

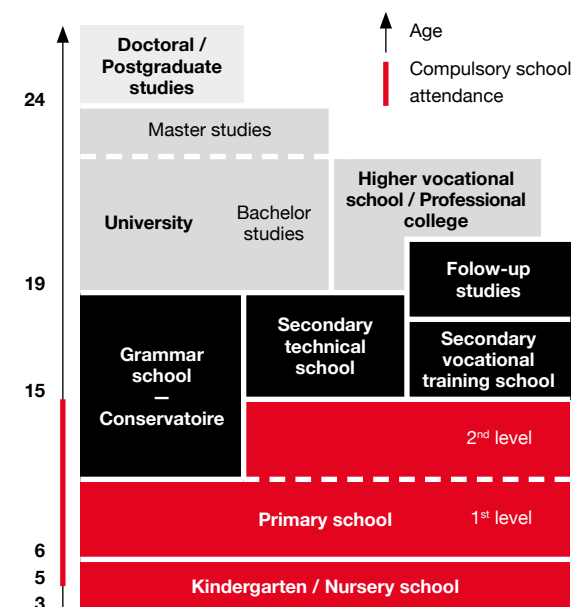
What does “low-threshold” mean? The adjective describes a club where a child/adolescent can come and take advantage of services offered free of charge. NZDM offer leisure time activities (climbing walls, art workshops, foosball, listening to music, tutoring etc.) and other counselling and prevention services (prevention of smoking, drug abuse, bullying etc.) Thanks to NZDM, children spend their free time in a meaningful way in a safe environment.

 www.streetwork.cz

EDUCATION

Czech schools are state (no fee in case of courses in Czech language) or private (with fees, the amount is set by the each school individually).

The CR has a shortage of places in kindergartens, i.e. the kindergarten you choose does not have to accept your child. In such case you should be offered a place in some other kindergarten within your city district, which has free capacity.



IMPORTANT INFORMATION

- If you would like your child to attend kindergarten, you have to register them within the registration date or you can ask about available places during the school year. Registrations run from 2nd May until 16th May. However, you should always check the exact dates at the specific kindergarten in advance.
- Kindergartens accept children older than 2 years, however, priority is given to children older than 3 years with permanent residence in the catchment area of the kindergarten. Moreover, children are accepted to kindergarten under the condition that they have necessary vaccination.
- It is compulsory for children to attend preschool from the beginning of the school year after the child's fifth birthday until the beginning of the compulsory school attendance. This year of pre-school is thus provided free of charge.
- Primary school registrations run from 1st April until 30th April every year. Always check the exact dates at your school. If the child is not sufficiently physically and/or mentally matured to start primary school attendance within the school year when they reach the age of six, you should request a one-year postponement of school attendance, in cooperation with a specialist doctor or a clinical psychologist (see <https://bit.ly/2DxppN4>).

Compulsory school attendance applies to children from the age of 6 and lasts for 9 years.

- A prerequisite for admission to a secondary school is the successful completion of the admission procedure. The admission tests are designed by the schools themselves, or on the basis of the student's year-end report scores. Applications have to be submitted to schools no later than 1st March. Always check in advance exact deadline for the application submission and the entrance exam tests at the specific school.

- To study at universities, applications are accepted until 28th February. Completed secondary education (incl. school leaving exam) is one of the requirements for university admission.

 skoly.praha-mesto.cz/Prehled-skolstvi  www.praha.eu/extranet/skola-war/skoly.jsp

If your child has trouble at school (with attendance, grades or behaviour), you suspect that they suffer from a learning disability or you just need assistance with choosing the right school, you can contact counselling facilities at school including:

- **educational-psychological counselling office**  skoly.praha-mesto.cz/Prehled-skolstvi/Skolska-poradenska-zarizeni
- **special education centre**

or directly through your child's teacher.

META o. p. s. is a non-profit organisation aimed at support of foreigners in education in CR and provides complex counselling services concerning education.

 www.meta-ops.cz

RECOGNITION OF EDUCATION

Recognition of foreign certificates and diplomas (so-called nostrification) is important if you want to continue with your studies in the Czech Republic, as well as when you seek employment.

Nostrification of primary and secondary education and certificates is carried out by Prague City Hall.

ICP or other organisations' (Pg. 22) social workers will assist you with education nostrification.

 nostrifikace.mkc.cz

PRAGUE CITY HALL DEPARTMENT OF EDUCATION, YOUTH AND SPORT (ODBOR ŠKOLSTVÍ, MLÁDEŽE A SPORTU MHMP)

Jungmannova 29/35
111 21 Praha 1

Mon – Thu: 8 AM – 6 PM
Fri: 8 AM – 4 PM

To have your documents considering primary or secondary education recognised, you have to submit an application including:

- Foreign certificate + certified translation
- Overview of courses including hour duration for particular years of study + certified translation (Both can be substituted by statutory declaration in case of granted refugee status)
- Proof of permanent residence place in CR
- Confirmed payment of administrative fee of 1,000 CZK

Nostrification of higher/university education and diplomas are carried out by public and state universities (e.g. Charles University in Prague, Masaryk University in Brno etc.).

To have your university education recognised, first you have to find the same or a similar study programme as the original one. An officially certified copy of your diploma and the amendment to the diploma or a list of examinations including certified translation must be attached to the completed application (it can be substituted by statutory declaration in case of granted refugee status). Administrative fee is 3,000 CZK.

CZECH LANGUAGE COURSES www.cestina-pro-cizince.cz

Knowledge of the Czech language will not only make your communication with the authorities, potential employers or customers easier, but it will also help you find Czech friends and participate in cultural life. If you have children of school age, knowledge of the Czech language will help you actively support them in their preparation for school. Moreover, knowledge of Czech language is one of the requirements for obtaining permanent residency and Czech citizenship.

ICP and other non-profit organisations (Pg. 22) offer not only Czech language courses for beginners, intermediate and advanced students, but also special language courses designed to improve job market competitiveness. These courses are sometimes offered either for free or for a small fee. You can attend courses over the long term or only occasionally, when it suits you (so called low-threshold courses/ nízkoprahové kurzy). ICP also offers special courses for adults with children where babysitting is provided.

Czech language exam for permanent residency and Czech citizenship

Knowledge of the Czech language (knowledge at the A1 level under the Common European framework of Reference for Languages (CEFR)) is one of the conditions for obtaining permanent residency and Czech citizenship (knowledge at a B1 level under CEFR). To obtain Czech citizenship, you must also pass an exam testing your knowledge of basic facts about the country.

HEALTHCARE

It is compulsory for everyone in the CR to have duly paid and valid health insurance. All CR citizens and EU residents participate in the public health insurance, as well as foreigners with permanent residence, asylum-seekers, subsidiary protection holders and all other employed foreigners. Foreigners with other types of residence that are not employed have to have commercial health insurance with a private health insurance company.

If you cannot find a doctor or are refused by a doctor, contact your health insurance company to provide you with a list of contracted doctors. There is a shortage of specialised doctors in the CR, so you can be refused because of full capacity.

ICP Czech language courses will make you prepared for the exams!




Always carry your health insurance card with you!

EMPLOYMENT

If you are not employed or you have lost your job and you meet the statutory conditions, you may register at the Labour Office which provides unemployment benefits and retraining courses and acts as an intermediary with job offers.

You have to register at a specific labour office branch based on your place of residence!

 **Contacts to the Labour Office branches in Prague:**
portal.mpsv.cz/upcr/kp/pha/kop

If you are looking for a job, use social counselling at ICP or other organisations (Pg. 22), accredited employment agencies or web portals:

 www.jobs.cz  portal.mpsv.cz/sz/zahr_zam/prociz/vmciz

Do not forget that when you start a job, you have to have an employment contract signed, the employer has to follow the statutory working time (bank holidays, work at night, overtime work), wage must not be less than the minimum gross wage (12,200 CZK per month in 2018); tax and health and social insurance are deducted from the gross wage.

REGIONAL LABOUR INSPECTORATE

The main task of labour inspectorate is to monitor compliance with obligations arising from labour regulations, including regulations on occupational health and safety. In legitimate cases, the labour inspectorate authorities may impose fines for administrative transgressions and other administrative wrongdoings. If you think your employer does not fulfil their obligations or otherwise violates your employment contract, submit a complaint at the Labour Inspectorate.

Kladenská 103/105
160 00 Praha 6

+420 950 179 310
praha@suiip.cz

www.suiip.cz/oip03

ENTREPRENEURSHIP

In the CR, you can run business as a self-employed individual (natural person, OSVČ), or a legal entity. If you seek information about business opportunities, you may go to the trade licensing department at your local authority (Pg. 8) or organisations working with migrants (Pg. 22).

Entrepreneurs are obliged to submit an annual tax return by the end of March of the following year. If you fail to submit it, you expose yourself to large fines and it may affect extension of your residence permits in the Czech Republic. Tax returns have to be submitted at the tax office of the place of your business. If you have your tax return made by a tax consultant, the deadline for submission is extended until the end of June.

 **List of contacts to Tax Offices in Prague:**
www.statnisprava.cz/rstsp/adresar.nsf/i/24338

EMERGENCY SITUATIONS

Anyone can get into a difficult situation such as losing a place to live, job, or becoming a victim of a crime, discrimination etc. In Prague, you can contact many non-profit organisations that provide counselling and other services.

DOMESTIC VIOLENCE

Any type of a violent act, even within a family, is considered to be a crime in the Czech Republic. Thus it should be reported to the Czech Police. If you become a victim of domestic violence or know of someone who is likely to be a victim, contact the Czech Police or organisations listed below.

Bílý kruh bezpečí U Trojice 2 150 00 Praha 5	+420 257 317 100 Helpline: 116 006	bkb.praha@bkb.cz	www.bkb.cz
Intervenční centrum Praha Chelčického 39 130 00 Praha 3	+420 281 911 883 +420 734 510 292	icpraha@csspraha.cz	www.intervencnicentrum.cz
proFem V Luhu 715/6 140 00 Praha 4	+420 608 222 277	poradna@profem.cz	www.profem.cz
Rosa Podolská 242/25 147 00 Praha 4	+420 241 432 466 Emergency line: +420 602 246 102	info@rosa-os.cz	www.rosa-os.cz

DRUGS

The following organisations provide information about drug issues, assist with addiction treatment or provide free syringe exchanges, so that at least spreading of illnesses among drug addict people can be prevented:

Drop In Karolíny Světlé 286/18 110 00 Praha 1	+420 222 221 124	stredisko@dropin.cz	www.dropin.cz
Sananim Na Skalce 819/15 150 00 Praha 5	+420 283 872 186	kacko@sananim.cz	www.sananim.cz
Prev-Centrum Meziškolská 1120/2 169 00 Praha 6	+420 233 355 459 +420 777 161 138	ambulance@prevcentrum.cz	www.prevcentrum.cz

RACISM

If you become a victim of an attack based on ethnic, racial, religious, sexual, political or social group, or subculture affiliation, or because of your age or health condition, seek assistance free of charge:

Poradna Justýna, In IUSTITIA Elišašova 28 160 00 Praha 6	+420 212 242 300 +420 773 177 636	poradna@in-ius.cz	www.in-ius.cz
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HOMELESSNESS

Homelessness is often linked to loss of housing due to a difficult financial situation, a job loss or, for instance, a divorce. If you get yourself into a situation where you “lose the roof over your head”, contact the following organisations which offer advisory services as well as overnight stays, basic sanitation, food and clothing.

Maltézská pomoc Lázeňská 2 118 00 Praha 1	+420 736 620 894	lidevnouzi@maltezskapomoc.cz	www.maltezskapomoc.cz
Low-threshold Day Centre – Bolzanova* Bolzanova 1604/7 110 00 Praha 1	+420 222 243 434 +420 775 868 841	bolzanova.praha@nadeje.cz	www.nadeje.cz
Dorms (Noclehárna) Na Slupi Na Slupi 1484/12 128 00 Praha 2	+420 775 889 601	naslupi.praha@nadeje.cz	www.nadeje.cz
Dorms (Noclehárna) Žižkov Husitská 110/70 130 00 Praha 3	+420 222 783 957 +420 775 868 862	husitska.praha@nadeje.cz	www.nadeje.cz
Armáda spásy v České republice, z. s. Centrum sociálních služeb B. Bureše Tusarova 1271/60 170 00 Praha 7	+420 220 184 001 +420 773 770 368	vera_zemanova@armadaspasy.cz	armadaspasy.cz

* for persons from 18 to 26 years of age

DEBTS AND BANKRUPTCY

Anyone can get into financial difficulties which may culminate into debts or seizure of assets. You can ask for information about resolving your debts, payment scheduling, personal bankruptcy etc. a social worker at ICP or other organisations working with migrants (Pg. 22). You can also contact a specialized counselling office.

Poradna při finanční tísni Hvězdova 19 140 00 Praha 4	+420 222 922 240 +420 800 722 722	poradna@financnitisen.cz	www.financnitisen.cz
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HUMAN TRAFFICKING, PROSTITUTION

The following organisations provide free assistance to victims of human trafficking, exploitation or forced sexual exploitation (prostitution):

ROZKOŠ bez RIZIKA Bolzanova 1 110 00 Praha 1	+420 224 234 453	praha@rozkosbezrizika.cz	www.rozkosbezrizika.cz
LaStrada P. O. Box 305 111 21 Praha 1	+420 222 717 171 +420 800 077 777	pomoc@strada.cz	www.strada.cz

TRANSPORTATION

For travelling across Prague you can use the Prague public transport (the Czech abbreviation is MHD): metro, trams, buses as well as suburban trains. All information about traffic, latest news, timetables and rules of travelling can be found on the website of the Prague Public Transit Company (the Czech abbreviation is DPP).

 www.dpp.cz  www.idos.cz

- When travelling by any means of transport, it is the responsibility of each passenger to have a valid and properly validated ticket.
- Tickets can be purchased at vending machines (in metro stations and at some public transport stops), at newsagents, at bus drivers, or by SMS sent from Czech telephone numbers.
- If you travel in Prague regularly and often, it is worth buying a travel pass with long-term validity (so called “Lítačka”). These long-term tickets are available for one month, three months, 5 months, 10 months or one year and they carry large discounts compared to short-term tickets. www.pidlitacka.cz
- Validity of tickets is checked on transport services and in metro stations by ticket inspectors. It is their duty to prove their identity and to show their inspector’s ID card. Your duty is then to present a valid ticket.
- If you do not have a valid ticket, the inspector will ask you to present your passport (or other document) and give you a fine. You can pay the fine immediately on the spot or at a Prague Public Transit Company office.



Do not forget to validate your ticket in the yellow terminals located at the entrances to metro stations, in trams, buses and trains. A ticket that has not been stamped is not valid for travel.

Warning! If you do not have a valid ticket, you will face a fine of 1,500 CZK, or, if you pay on the spot, 800 CZK.

PARKING IN PRAGUE

Prague has been gradually introducing paid parking zones. Colour marks on traffic signs show who and how long can park at a given location:

Blue zones are reserved for residents with a long-term parking permit.

Purple zones are meant for unlimited parking by residents who hold a long-term parking permit. They can also be used by visitors, however, they may use it for a maximum of 24 hours and only after paying via the Virtual parking clock web application (mpla.cz/praha) or using the parking ticket machine.

Orange zone is designated for so called short time parking by visitors (max. of 3 hours). The payment is also possible via the Virtual parking clock web application or using the parking ticket machine here.

Green zone is used for P+R (Park and Ride), B+R (Bike and Ride) and K+R (Kiss and Ride) parking locations. Some underground and train stations have parking lots where you can leave your car or bike and change to public transport for further travel around Prague. K+R are places for short stops (max. of 5 min for dropping people off or pick them up at the MHD station nearby).

More information on parking zones can be found on websites of individual municipal offices (Pg. 8) or on a website www.parkujvklidu.cz.

You can buy a resident parking card at the municipal offices of the Prague district where you have your permanent residence.

CULTURE

Participation in cultural and social life in Prague is one of the important aspects of integration. Prague has a large network of cultural facilities – theatres, clubs, music halls, dance halls etc.

 www.kultura.praha.eu  www.cokdyvpraze.cz  www.kudyznudy.cz

MUNICIPAL LIBRARY OF PRAGUE

The Municipal Library of Prague lends not only books, but also electronic readers, music, films and paintings. Moreover, it organises various cultural events, children's programme, lectures, seminars, concerts and theatre performances. Free Internet access is available at all library branches.

As non-EU citizens, you can become a registered library member if you prove your actual residency in the CR (e.g. residence permit), after paying refundable security in cash, or with a guarantor. You have to provide a proof of identity and pay a deposit of 1,000 CZK, or to provide a proof of identity and request the presence of a guarantor who fulfils conditions for registration as a library member (CR or EU citizen). Moreover, you have to fill in and



ICP organises a number of cultural and community events each year! Check regularly at www.icpraha.com.

sign a library application form and pay a registration fee of 80 CZK (in case of registration with a deposit, pay additional 1,000 CZK).

The central library is situated in the city centre, on Mariánské náměstí square. Other 40 branches are easily accessible at locations all over Prague. The library also offers mobile libraries called Book Buses (or "Bibliobus").

Městská knihovna v Praze

Mariánské náměstí 98/1
110 00 Praha 1

+420 222 113 555

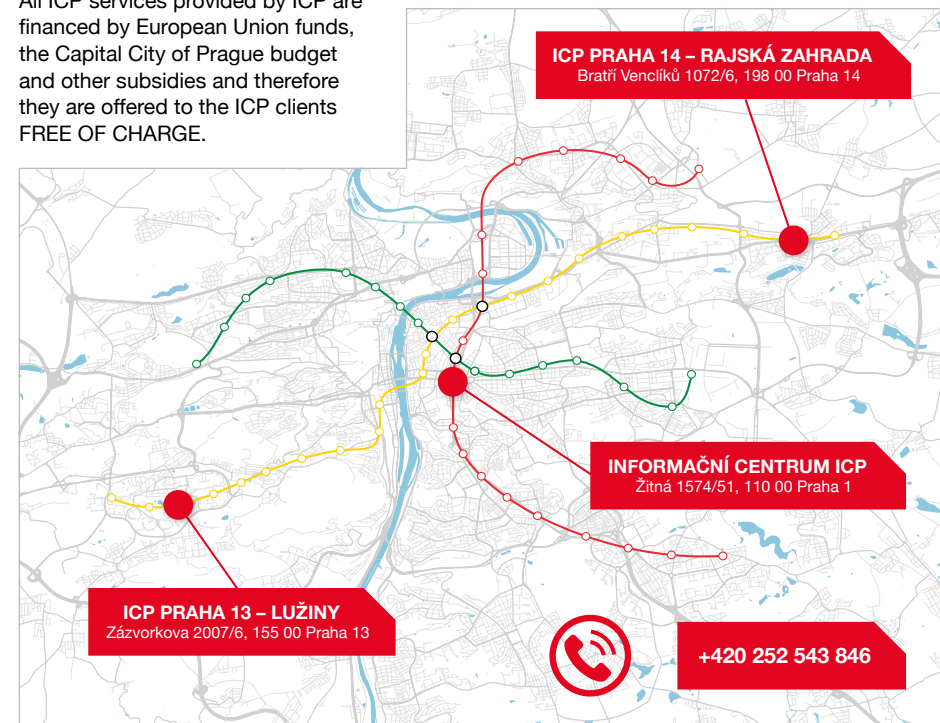
knihovna@mlp.cz
www.mlp.cz

The library has publications available not only in Czech, but also in other languages.

INTEGRATION CENTRE PRAGUE

Integration Centre Prague (hereinafter ICP) is a non-profit organisation established in 2012. This organisation operates in the territory of the Capital City of Prague and together with other partner non-profit organisations has been providing free-of-charge services to the migrants from the third countries (outside the EU). ICP is one of the 13 integration centres based in various regions of the Czech Republic.

All ICP services provided by ICP are financed by European Union funds, the Capital City of Prague budget and other subsidies and therefore they are offered to the ICP clients FREE OF CHARGE.



ICP SERVICES:

Social counselling

- assistance when looking for kindergartens, primary and secondary schools and communication with them
- recognition of foreign studies (nostrification)
- looking for a doctor, information about health insurance
- counselling regarding marriage, birth, death
- assistance when looking for appropriate housing
- assistance with finding a job, filling-in forms and writing a CV
- possibility of accompanying to offices and professional assistance with communication with authorities
- basic counselling regarding pension and state social support

Legal counselling

- extension of residence permit, change of residence purpose, submitting applications and appeals regarding a residence permit
- family reunification
- request for citizenship
- documentation check; assistance with understanding official documents, mainly from the Ministry of Interior
- basic consultation regarding contracts (lease, employment etc.)
- basic counselling and assistance with entering in / divorce of a marriage, assistance in case of discrimination, validation of documentation etc.

Accompanying clients at offices

- assistance with communication with authorities
- providing interpreting and assistance in proceedings

Czech language courses

- various levels
- courses both for adults and children

Socio-cultural courses

- special lectures on the Czech history, national customs and traditions, types of residence permits in the CR, health, social and education system in the CR etc.

Cultural and community activities

- events, which are aimed at bringing Czech people closer to migrants and promotion of the friendly coexistence of all nationalities



www.icpraha.com



vk.com/icpraha



www.facebook.com/ICPraha



www.instagram.com/icpraha



twitter.com/ICPraha



info@icpraha.com

LIST OF NON-PROFIT ORGANISATIONS WORKING WITH MIGRANTS

Several non-profit organisations, such as the Integration Centre Prague, o.p.s., offer migrants FREE OF CHARGE assistance with their integration into the Czech society. Do not hesitate to contact these organisations and make use of their high quality services.

Sdružení pro integraci a migraci (SIMI) Baranova 33 130 00 Praha 3	+420 224 224 379 +420 605 253 994	poradna@refug.cz	www.migrace.com
Poradna pro integraci (PPI) Opletalova 921/6 110 00 Praha 1	+420 603 281 269 +420 603 807 567	praha@p-p-i.cz	www.p-p-i.cz
InBáze Legerova 357/50 120 00 Praha 2	+420 739 037 353	info@inbaze.cz	www.inbaze.cz
Organizace pro pomoc uprchlíkům (OPU) Kovářská 4 190 00 Praha 9	+420 730 158 779 +420 730 158 781	opu@opu.cz	www.opu.cz
Arcidiecézní charita – Poradna pro migranty a uprchlíky Londýnská 44 120 00 Praha 2	+420 224 813 418	migrace@praha.charita.cz	www.praha.charita.cz /sluzby/migrace
Centrum pro integraci cizinců (CIC) Pernerova 32/10 186 00 Praha 8	+420 222 360 452 +420 702 150 630	info@cicpraha.org	www.cicpraha.org
META V Tůních 10 120 00 Praha 2	+420 773 639 395 +420 775 339 003	poradenstvi@meta-ops.cz	www.meta-ops.cz
Nová škola Křížkova 344/6 186 00 Praha 8	+420 737 544 773	novaskola@novaskolaops.cz	www.novaskolaops.cz
Centrum demokratického vzdělávání (CDV) Sokolovská 106/42 186 00 Praha 8 - Karlín	+420 601 166 750	info@demokratice-vzdelavani.cz	www.demokratice-vzdelavani.cz
Multikulturní centrum Praha (MKC) Náplavní 1 120 00 Praha 2	+420 296 325 345	infocentrum@mkc.cz	www.mkc.cz
Slovo 21 Štěpánská 1 120 00 Praha 2	+420 775 965 571	slovo21@centrum.cz	www.slovo21.cz



Mobilní aplikace pro cizince žijící v Praze

- 📍 důležité informace
- 📞 užitečné kontakty
- 📍 přehledná mapa

Mobile application for foreigners living in Prague

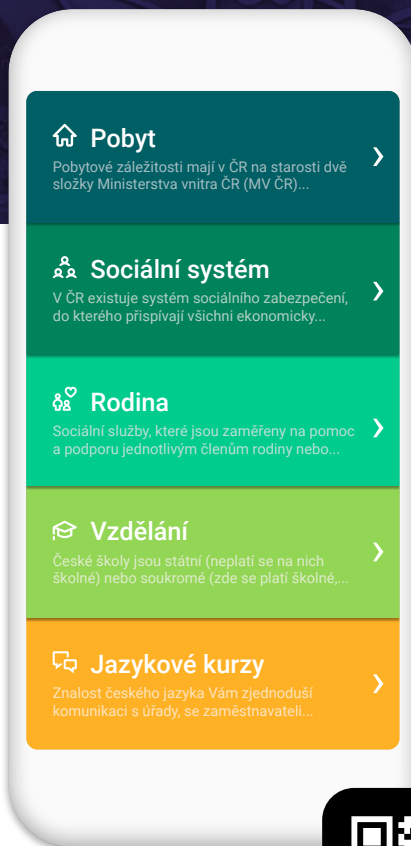
- 📍 important information
- 📞 useful contacts
- 📍 overview map

Мобильное приложение для иностранцев, живущих в Праге

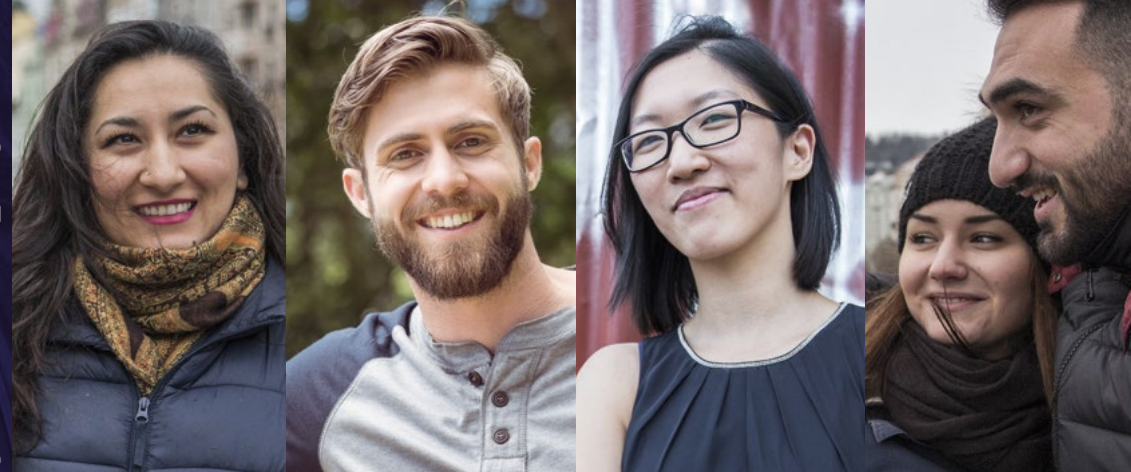
- 📍 важная информация
- 📞 полезные контакты
- 📍 удобная карта

Ứng dụng di động dành cho người nước ngoài sống tại Praha

- 📍 những thông tin quan trọng
- 📞 những liên lạc cần thiết
- 📍 bản đồ kháai quát



www.praguer.icpraha.com



Praha Metropole všech

Webová stránka nejen pro migranty

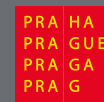
Prague for all
A website not only for migrants
www.pragueforall.cz

Прага для всех
Сайт не только для мигрантов
www.pragadlavsech.cz

Прага для всіх
Веб-сторінки не тільки для мігрантів
www.prahadlavsich.cz

Praha của mọi người
Trang web không chỉ dành cho người di cư
www.prahacuamoinguoai.cz

www.metropolevsech.eu





EMERGENCY PHONE NUMBERS

112

Single European Emergency Number (free of charge for CR and EU)



150

Fire and Rescue
Emergency Service



155

Emergency Medical
Service



156

Municipal
Police



158

The CR
Police



IMPORTANT LINKS FOR MIGRANTS

www.metropolevsech.eu

www.icpraha.com

www.praha.eu

www.imigracniportal.cz

www.integracnicentra.cz

www.vitejtevcr.cz

www.prague.eu

www.cizinci.cz

www.domavcr.cz

www.migraceonline.cz

www.mezikulturnidialog.cz



www.prague.eu

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