

PRAGUE

is our Home!

Guide for migrants living in Prague



Created and published by the Prague City Hall in cooperation with Integrační centrum Praha o.p.s.

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Photos: Prague City Tourism.



IMPORTANT LINKS FOR MIGRANTS

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

Dear friends,

you are holding an information guide aimed not only at migrants living in the capital 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 for basic information and contacts for various organisations, institutions and their departments 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 of contacts for websites and institutions where you can find further information or someone who will help you out if you feel lost.

Integrační centrum Praha o.p.s., which prepared this guide with us, has been helping us in this area for several years. Together we strive to create conditions here in Prague for migrants not to feel like foreigners but like our neighbours. We wish that Prague becomes your new home and a metropolis for ALL!

Your capital Prague

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PRAGUE



The Old Town Square, formerly also the Large Square, today called by many simply “Staromák” is located in the heart of the Old Town. Several significant historical buildings can be found here, for example the Prague Astronomical Clock, the Old Town Hall, or the Tyn Church.



The Prague Castle is the most significant Czech castle. Since the 9th century it was the seat of Czech princes and later kings, and since 1918 it has been the seat of the President. Twice in history it became the seat of the emperor of the Holy Roman Empire. According to the Guinness World 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. It has been growing for centuries to its present size. Currently, 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 to the position of the metropolis located in the heart of Europe.

According to one legend, Princess Libuše predicted the founding of Prague in her famous prophecy, “I see a great city whose glory will touch the stars. In the forest, as far as you can go in one day, you will find a man working on a wooden threshold (práh). You will name this place Prague after this doorstep.”

Prague soon became the centre of an emerging Czech state. Rulers began to manage the surrounding area 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 executive power, is also in Prague. The Prague City Hall combines the powers of municipal and regional government.

Historically speaking, the most significant parts of Prague are situated within the territory of today's Prague 1, the medieval heart of the city listed since 1992 on the UNESCO World Heritage List. Almost all of the important tourist destinations in Prague are found here:

The Charles Bridge is the oldest existing bridge across the Vltava river and the second oldest preserved bridge in the CR. The Charles Bridge connects two districts, the Old Town and the Lesser Town, and it is a part of the historical royal route.



During the existence of Prague, several world-famous people were born or lived in Prague. Among the most famous were King of Bohemia and Roman Emperor Charles IV., composer Antonín Dvořák, opera singer Ema Destinnová or writers Franz Kafka, Karel Čapek and Jan Neruda. Composer Wolfgang Amadeus Mozart also briefly lived in Prague.

THE CAPITAL CITY OF PRAGUE AND ITS DISTRICTS



PRAGUE CITY HALL (MAGISTRÁT HLAVNÍHO MĚSTA PRAHA - MHMP)

Mariánské náměstí 2, 110 01 Praha 1

www.praha.eu

The Prague City Hall (MHMP) is the authority in charge of public administration. Its activities are focused on providing services to citizens of the capital city of Prague. It is both a city and regional Authority for the capital city of Prague.

PRAGUE CONTACT CENTRE

+420 12 444

info@praha.eu

PRAŽSKÁ INFORMAČNÍ SLUŽBA – PRAGUE CITY TURISM

www.praha.eu

Discover Prague with trained guides and interesting tips

The division of Prague is very complicated. It is useful to know that Prague is divided into 57 independent self-governing city districts/městské části (hereinafter MČ). Out of these MČ, 22 have their own City Halls/městský úřad. Depending on your residency, you belong to a particular city district. Departments (so called "odbory" - such as Trade License Department, General Register Office, Department of Social Care, Department of Education, etc.) are located at each city district. At district city halls, you can resolve a number of important issues related to living in Prague – travel documents and marriage documents; getting a trade licence; a parking card for paid parking zones within the district.

DEPARTMENTS – WHO DOES WHAT

Even though each city district may have different names for its departments, you will find what you actually need at each city district.



www.portal.gov.cz

MAIN DEPARTMENTS WITHIN THE CITY DISTRICTS:

- **TRADE LICENSE DEPARTMENT** (živnostenský odbor) – in charge of business owners and entrepreneurs – you start your own business here.
- **CIVIL REGISTRY** (matriční úřad, so-called matrika) – an office that runs the civil register. This office issues documents for weddings - the marriage certificate; child birth – the birth certificate; death – the death certificate; It also deals with citizenship applications, registered partnerships, changes of names/surnames etc.
- **BUILDING DEPARTMENT** (stavební odbor) – issues zoning permits, confirmation of locating a building and its approval, keeps a register of buildings.
- **DEPARTMENT OF SOCIAL CARE** (sociální odbor/odbor sociálních věcí) – mainly focuses on social care and prevention – this department is responsible for oversight of troubled families, children and youth guardians, adult guardians, responds to applications for placements in nursing homes or retirement homes, provides housing for socially underprivileged citizens, issues

parking permits for citizens with permanent residency and for citizens with disabilities. So called OSPOD (see Pg. 12) is often within this department.

- **DEPARTMENT OF EDUCATION** (odbor školství) – secures, for example, the placement of children in kindergartens/elementary schools in the place of residency; establishes, monitors, and closes schools, coordinates school education plans to ensure high quality of education for children and students.
- **TRANSPORT DEPARTMENT** (odbor dopravy) – issues driving licenses and permits, administers vehicle registrations, etc. In Prague, driving licences are issued at City Hall Business Centre Vysehrad, Na Pankráci 1685/17, 19, Praha 4.
- **DEPARTMENT OF CIVIL ADMINISTRATION** (frequently just a section) – issues personal documents, passports, keeps lists of inhabitants and permanent addresses 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:

- extracts from the land register, companies register, trades register, criminal record (even for legal persons) or extracts from a penalty-point system for drivers

Czech POINTs are available at some district city halls, at Czech Post branches and some notaries.



www.czechpoint.cz/web

Documents that you get at Czech POINT are primarily for the use in 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

Praha 4

Antala Staška 2059/80b,
140 46 Praha 4 +420 800 194 237 radnice@praha4.cz www.praha4.cz

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 23/601,
160 52 Praha 6 +420 800 800 001 podatelna@praha6.cz www.praha6.cz

Praha 7

nábř. Kpt. Jaroše 1000, 170 00 Praha 7	+420 220 141 111	podatelna@p7.mepnet.cz	www.praha7.cz
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Praha 8

Zenklova 1/35, 180 48 Praha 8	+420 222 805 111	posta@praha8.cz	www.praha8.cz
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Praha 9

Sokolovská 14/324, 180 49 Praha 9	+420 283 091 111	podatelna@praha9.cz	www.praha9.cz
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Praha 10

Vršovická 68, 101 38 Praha 10	+420 840 111 213	posta@praha10.cz	www.praha10.cz
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Praha 11

Ocelíkova 672/1, 149 41 Praha 4	+420 800 104 300	podatelna@praha11.cz	www.praha11.cz
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Praha 12

Písková 830/25, 143 00 Praha 4	+420 244 028 111	informace@praha12.cz	www.praha12.cz
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Praha 13

Sluneční nám. 2580/13, 158 00 Praha 5	+420 800 130 000	dotazy@p13.mepnet.cz	www.praha13.cz
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Praha 14

Bratří Venclíků 1073, 198 21 Praha 9	+420 281 005 111	informace@praha14.cz	www.praha14.cz
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Praha 15

Boloňská 478/1, 109 00 Praha 10	+420 281 003 111	podatelna@praha15.cz	www.praha15.cz
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Praha 16

Václava Balého 23/3, 153 00 Praha - Radotín	+420 234 128 111	elpodatelna@praha16.eu	www.praha16.eu
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Praha 17

Žalanského 291/12b, 163 00 Praha - Řepy	+420 234 683 111	podatelna@praha17.cz	www.repy.cz
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Praha 18

Bechyňská 639, 199 00 Praha 9	+420 284 028 111	podatelna@letnany.cz	www.praha18.cz
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Praha 19

Semilská 43/1, 197 00 Praha 9	+420 284 080 811	info@kbely.mepnet.cz	www.praha19.cz
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Praha 20

Jívanská 647, 193 21 Praha 9	+420 271 071 611	urad@pocernice.cz	www.pocernice.cz
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Praha 21

Staroklánovická 260, 190 16 Praha 9 - Újezd nad Lesy	+420 281 012 911	podatelna@praha21.cz	www.praha21.cz
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Praha 22

Nové náměstí 1250, 104 00 Praha 114	+420 271 071 812	podatelna@praha22.cz	www.praha22.cz
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RESIDENCY IN THE CZECH REPUBLIC

Two departments within the Ministry of the Interior (Ministerstvo vnitra ČR - MV ČR) are responsible for agendas related to residency in the CR: Foreign Police (Služba cizinecké policie) and the Department for Asylum and Migration Policy (Odbor azylové a migrační politiky).

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 verification of residency permits (e.g. at work, on the street), and penalties for non-compliance with the conditions for residency in the CR

DEPARTMENT OF RESIDENCE MATTERS

Olšanská 2, 130 51 Praha 3	+420 974 820 317 krpa.ocp.opa.podatelna@pcr.cz
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Mon, wed: 8 am – 5 pm
Tue, Thu: 8 am – 3 pm
Fri: 8 am – 12 am

THE DEPARTMENT FOR ASYLUM AND MIGRATION POLICY

(Odbor azylové a migrační politiky - OAMP)
OAMP deals with long-term visas, long-term residency and permanent residency permits, temporary residency for EU citizens and their family members, employee cards, biometric ID cards, etc. You have an obligation to report to OAMP any changes related to your place of residency, surname, marital status, change of data in your travel document and document issued as a proof of your residency in the Czech Republic.

You must report a change of your address within 30 days, other changes have to be reported within 3 days after their occurrence. Always meet the deadlines!

If you need to visit OAMP, schedule an appointment in advance – you avoid long waiting times! Phone line for scheduling appointments: +420 974 820 680, office hours: Mon – Th 8 am – 4 pm, Fri 8 am – 2 pm.

TEMPORARY, LONG-TERM AND PERMANENT RESIDENCY

Office Prague I

Serving: Praha-Východ, Praha 1, 3, 6, 7, 8 a 9

Žukovského 888/2,
Praha 6
Mon, wed: 8 am – 5 pm
Tue, Thu: 8 am – 3 pm
Fri: 8 am – 12 am*
*(by appointment only)

Last serial numbers for clients are handed out half an hour before closing time

Office Prague II

Serving: okres Praha-Západ; Praha 2, 4, 5 a 10

Cigánkova 1861/2,
Praha 4 - Chodov
Mon, wed: 8 am – 5 pm
Tue, Thu: 8 am – 3 pm
Fri: 8 am – 12 am*
*(by appointment only)

Last serial numbers for clients are handed out half an hour before closing time

STUDENTS OFFICE

Office Prague III

Serving: foreign university students with residency in Prague, including Prague-East and Prague-West

Hládkov 682/9,
Praha 6 - Střešovice
Mon – Thu: 8 am – 4 pm*
Fri: 8 am – 12 am*
*(by appointment only)

SPECIALISED OFFICE – BY REQUEST OF ADMINISTRATIVE AUTHORITY

Office Prague – Letná BIO


Serving: Covering specialised agenda

Nad Štolou 936/3,
Praha 7 - Holešovice
(Letná)
Mon – Thu: 8 am – 4 pm*
Fri: 8 am – 2 pm*
*(by request of administrative authority)

 www.imigracniportal.cz

THE INFORMATION LINE OF THE MINISTRY OF THE INTERIOR CR

There is an information line available within the Ministry of the Interior, where those interested can receive information on the residence legislation of the Czech Republic. The due date for processing the query is 30 days. The information line is available only in Czech and English.

 pobyty@mvr.cz, +420 974 832 421, +420 974 832 418
Hours of operation: 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. The functioning of this system is rather complicated, consisting of three pillars and several social benefits and contributions.

We offer only a brief overview of how the system works:

1.) SOCIAL INSURANCE

– sickness insurance, retirement income insurance

Czech Social Security Administration (OSZZ)

 www.cssz.cz/cz/kontakty/krajska-a-okresni-pracoviste/praha/

2.) STATE SOCIAL SUPPORT (SSP)

– provides 2 types of benefits, which may or may not depend on the amount of your income

a) **benefits dependent on the amount of your income** – child allowance, housing allowance, birth allowance

b) **benefits not dependent on the amount of your income** – parental allowance, foster care allowance, burial allowance

 www.mpsv.cz/cs/2

3.) ASSISTANCE IN MATERIAL NEED

– living allowance, housing allowance, immediate emergency assistance

 www.mpsv.cz/cs/5

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.

Submit applications for State Social Support and Assistance in Material Need at Labour Office (Pg. 16).

FAMILY AND CHILDREN

The Czech Republic is a country actively engaged in family policy, and supports families with children.

1.) **Social services** designed to support individual family members or a family as a whole in difficult social situations in order to prevent social exclusion. Social services include: social counselling, social services, and prevention services.

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

Children and Youth centres (Domy dětí a mládeže) offer leisure activities for children and youth.
<http://skoly.praha-mesto.cz/parent9429/Urad/Kontakty/Mestske-organizace/area4464>

3.) **The Department for Social and Legal Protection of Children (Odbor sociálně-právní ochrany dětí - OSPOD)** – is a department within social departments at district city halls. OSPOD represents the interests of children in proceedings involving minors (e.g. placement of a child in custody 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 emergency assistance and counselling to children and adolescents who are in difficult life situations which they cannot manage on their own.

+420 116 111

PARENTAL HOTLINE

provides telephone crisis intervention and counselling especially to parents, grandparents and other family members in the whole Czech Republic.

+420 840 111 234; pomoc@rodicovskalinka.cz

MARITAL AND FAMILY COUNSELLING CENTRES

Contact the centres when going through partnership, marital or family difficulties, divorce and post-divorce situations, but also other personal and relationship difficulties.

www.psychportal.cz/manzelske-rodinne-poradny

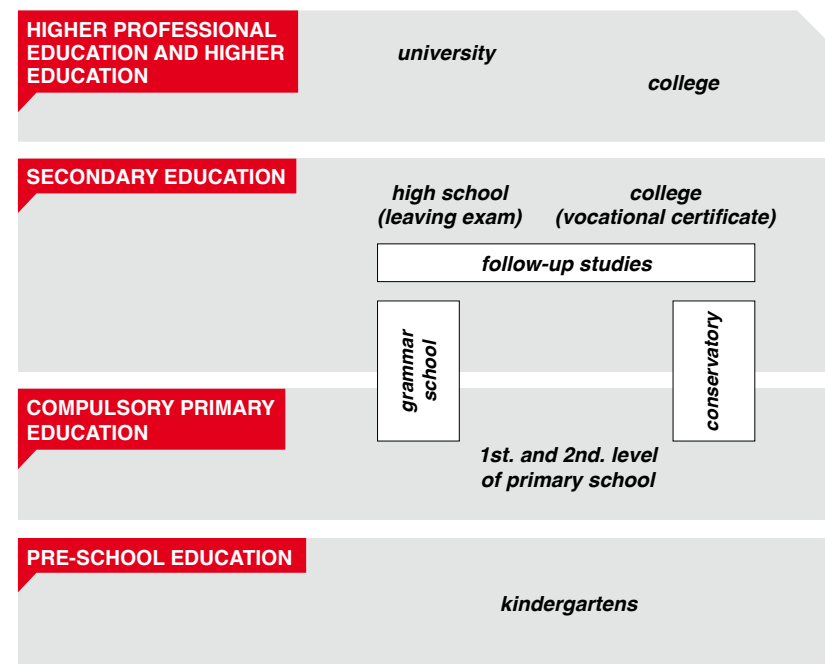
LOW-THRESHOLD CLUBS FOR YOUTH (Nízkoprahové kluby pro mládež - NZDM)

What does "low-threshold" mean? It is an adjective describing clubs where a child/adolescent can come and take advantage of services offered free of charge. NZDM offer free leisure activities (climbing walls, art workshops, football, listening to music, tutoring, etc.). Thanks to NZDM, children spend their free time in a meaningful way in a safe environment.

www.streetwork.cz

EDUCATION

The Czech Republic has high quality education at all levels:



Czech schools are state (no fee) and private (with fees, the amount decided by each school individually).

IMPORTANT INFORMATION

- To attend kindergarten, children need to be registered. Registrations run every year from May 2 until May 16. Check exact dates at the specific kindergarten.


- It is obligatory for children to attend one year of pre-school after reaching the age of 5, before starting elementary school. This year of kindergarten is provided free of charge and children registering for this grade should be given priority.

- Elementary school registrations run from April 1 until April 30 every year. Always check exact dates at your school.

- Students are selected for secondary schools on the basis of results of tests which are designed by the schools themselves, or on the basis of students' year-end report scores; applications are filed by March 1. Always find out dates for submitting applications and dates of entry tests at the given school.

The Czech Republic has a shortage of places in kindergartens/preschools, i.e. the kindergarten/preschool you choose does not have to accept your child!

- To study at universities, applications are accepted until February 28. Completed secondary education is one of the requirements for university admission.

 <http://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 he/she suffers from a learning disability, or you just need assistance with choosing the right school, contact counselling facilities at schools, including:

- educational-psychological counselling office
- special education centre

 <http://skoly.praha-mesto.cz/Prehled-skolstvi/Skolska-poradenska-zarizeni>

or directly through your child's teachers.

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

RECOGNITION OF EDUCATIONAL DIPLOMAS

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

 nostrifikace.mkc.cz

Prague City Hall carries out nostrification of primary and secondary education:

DEPARTMENT OF EDUCATION AND YOUTH CITY HALL

Jungmannova 29/35, 111 21 Praha 1

Mon – Thu: 8 am – 6 pm*
 Fri: 8 am – 4 pm*

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.).

Non-profit organisation **META** focuses on supporting education of migrants in the CR and offers counselling services in this field:

 www.meta-ops.cz

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

CZECH LANGUAGE COURSES

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 support them in their preparation for school.

If you would like to live in the Czech Republic for the long term, 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 Czech language courses for beginners, intermediate and advanced students, and also special language courses designed to improve job market competitiveness. These courses are usually 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/nizkoprahové 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 a A1 level under the Common European Framework of Reference for Languages (CEFR)) is one of the conditions for obtaining permanent residency and also 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.

 www.cestina-pro-cizince.cz

ICP offers Czech language courses to prepare you for the exams!

HEALTHCARE

It is obligatory for everyone in the Czech Republic, including foreigners, to have a duly paid and valid health insurance! The following hospitals and medical facilities specialise in providing medical care to migrants:

FAKULTNÍ NEMOCNICE MOTOL

V Úvalu 84,
150 06 Praha 5

dětská cizinecká recepce:
+420 224 433 690

dospělá cizinecká recepce:
+420 224 433 682
+420 224 431 111 (ústředna)

cizinecke@fnmotol.cz

NEMOCNICE NA HOMOLCE

Roentgenova 2/37,
150 30 Praha 5

+420 257 271 111 (ústředna)
+420 257 273 289;
+420 257 272 144

hospital@homolka.cz

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 Czech Republic, so you can be refused because of full capacity.

Always carry your health insurance card on you!

EMPLOYMENT

In case you are not employed or you have lost your job and fulfill legal requirements, you can register at the labour office, which provides unemployment benefits, requalification courses and assists with employment opportunities.



<http://portal.mpsv.cz/upcr/kp/pha/kop>

Register at a specific labour office according to your place of residence!

PRAGUE 2 (FOR PRAGUE 1 AND 2)

Bělehradská 214/86, 120 00 Praha 2 - Vinohrady +420 950 178 111

PRAGUE 3

Roháčova 133/13, 130 00 Praha 3 - Žižkov +420 950 178 244

PRAGUE 4 (FOR PRAGUE 4, 11 AND 12)

Novodvorská 803/82, 142 00 Praha - Lhotka +420 950 178 111

PRAGUE 5 (FOR PRAGUE 5, 13 AND 16)

Štefánikova 216/21, 150 00 Praha 5 - Smíchov +420 950 178 111

PRAGUE 6 (FOR PRAGUE 6 AND 17)

Bělohorská 688/165, 169 00 Praha 6 - Břevnov +420 950 178 111

PRAGUE 8 (FOR PRAGUE 7 AND 8)

Stejskalova 185/7, 180 00 Praha 8 - Libeň +420 950 178 879

PRAGUE 9 (FOR PRAGUE 9, 14, 18, 19, 20 AND 21)

Sokolovská 14/324, 190 00 Praha 9 - Vysočany +420 950 178 111

PRAGUE 10 (FOR PRAGUE 10, 15 AND 22)

Vršovická 1429/68, 101 00 Praha 101 - Vršovice +420 950 178 111

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
www.prace.cz

*Office hours at Labour Offices:
Mon, Wed: 8 am – 12 am / 1 pm – 5 pm
Tue, Th: 8 am – 11 am
Fri: 8 am – 11 am
(only for new applicants
and scheduled clients)*

REGIONAL LABOUR INSPECTORATES

The main task of labour inspectorates is to monitor compliance with obligations based on labour legislation, including regulations on health and safety at work. In justified cases, labour inspectorates impose sanctions for committing an offense or other violations. If you believe that your employer does not fulfill his/her obligations or otherwise violates your employment contract, submit a complaint at a labour inspectorate.

Kladenská 103/105,
160 00 Praha 6

+420 950 179 310

paha@suip.cz

ENTREPRENEURSHIP

In the Czech Republic, you can become entrepreneur as a self-employed individual (OSVČ) or a legal entity. To get information about business opportunities, go to the trade department at your local district city hall (Pg. 6) or organisations working with migrants (Pg. 22).

GLE o.p.s. is a non-profit organisation providing free advice to migrants about entrepreneurship:



<http://gle.cz/>

You have to file an annual **tax return** by April 1 of the following year. If you fail to submit your tax return, you expose yourself to large fines, and this transgression can also affect extension of your residency permit in the Czech Republic! Tax returns are filed at the relevant tax office according to the location of your business activity/seat of your company. If your tax return is prepared by a certified tax adviser, the submission deadline is July 1.



Contact information for Tax Offices in Prague:
<http://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 a crime in the Czech Republic, and 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
116 006

bkb.paha@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.intervencnicent- rum.cz
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proFem

V Luhu 715/6, 140 00 Praha 4	+420 608 222 277	poradna@profem.cz	www.profem.cz
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Rosa

Podolská 242/25 147 00 Praha 4	+420 241 432 466 SOS linka: +420 602 246 102	info@rosa-os.cz	www.rosa-os.cz
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DRUGS

The following organisations provide information about drug issues, assist with addiction treatment or provide new syringes free of charge in order to prevent the spread of diseases among people addicted to drugs.

Drop In

Karolíny Světlé 18 110 00 Praha 1	+420 222 221 124	stredisko@dropin.cz	www.dropin.cz
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Sananim

Na Skalce 819/15, 150 00 Praha 5	+420 283 872 186	kacko@sananim.cz	www.sananim.cz
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Prev-Centrum

Meziškolská 1120/2 169 00 Praha 6	+420 233 355 459 +420 777 161 138	poradna@prevcentrum.cz	www.prevcentrum.cz
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TRAFFICKING IN HUMAN BEINGS, PROSTITUTION

The following organisations provide free assistance to victims of human trafficking, exploitation or forced prostitution.

ROZKOŠ bez RIZIKA

Bolzanova 1, 110 00 Praha 1	+420 224 234 453	kancelar@ rozkosbezrizika.cz	www.rozkosbezrizika.cz
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LaStrada

P. O. Box 305, 111 21 Praha 1	+420 222 721 810 +420 222 717 171 +420 800 077 777	lastrada@strada.cz	www.strada.cz
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Arcidiecézní charita Praha – Projekt Magdala

Londýnská 44 120 00 Praha 2	Nonstop linka: +420 737 234 078 +420 251 552 790	magdala@praha. charita.cz	www.praha.charita.cz/ sluzby/magdala/
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HOMELESSNESS

Homelessness is often connected with loss of housing due to a difficult financial situation, job loss or, for instance, divorce. If you end up in a situation that you “lose the roof over your head”, contact the following organisations providing counselling, overnight accommodation, access to basic sanitation, food and clothing.

Maltézská pomoc

Lázeňská 2 118 00 Praha 1	+420 736 620 894	lidevnouzi@maltezska- pomoc.cz	www.maltezskapomoc.cz
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Nížkoprahové denní centrum – Bolzanova

Bolzanova 1604/7 110 00 Praha 1	+420 222 243 434 +420 775 868 841	bolzanova.praha@ nadeje.cz	www.nadeje.cz
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Noclehárna – Na Slupi

Na Slupi 1484/12 128 00 Praha 2	+420 775 889 601	naslupi.praha@nadeje.cz	www.nadeje.cz
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Noclehárna Žižkov

Husitská 110/70, 130 00 Praha 3	+420 222 783 957 +420 775 868 862	nocleharna.husitska. praha@nadeje.cz	www.nadeje.cz
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DEBTS AND REPOSESSIONS

Anyone can get into financial difficulties culminating in building up debts or facing a repossession order. If you find yourself in such a situation, contact the following non-profit organisations. They provide information on how to deal with debt, what is a payment schedule, personal bankruptcy, etc.

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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Občanská poradna Praha 1

Jakubská 3 110 00 Praha 1	+420 222 310 110	op.praha1@seznam.cz	www.oppraha1.wz.cz
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Občanská poradna Společnou cestou

Spytihněvova 4 128 00 Praha 2	+420 223 011 642	poradna@spolcest.cz	www.spolcest.cz
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Občanská poradna REMEDIUM Praha 3

Křišťanova 15 130 00 Praha 3	+420 605 284 737	obcanskaporadna@ remedium.cz	www.remedium.cz
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Občanská poradna PROXIMA SOCIALE

Rakovského 3138/2, 143 00 Praha 12	+420 241 770 232	poradna@proximasociale.cz	www.proximasociale.cz
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RACISM

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

Most organisations provide their services FREE OF CHARGE and anonymously. Do not hesitate to contact them!

Poradna Justýna, In IUSTITIA

Eliášova 28, +420 212 242 300
160 00 Praha 6 +420 773 177 636

poradna@in-ius.cz www.in-ius.cz

TRANSPORTATION

You can use the underground (metro), trams, buses or suburban trains, i.e. public transport (MHD) to travel around Prague. All traffic information, latest news, schedules and travel rules are on the website of the Prague Public Transit Co. (Dopravní podnik hlavního města Prahy - DPP).

 www.dpp.cz
www.idos.cz

- When you travel by any means of transport, you are required to have a valid and properly marked ticket. The ticket is invalid if not marked.
- Tickets can be purchased at vending machines (at metro stations), newsagents or via text messages sent from Czech phone numbers.
- If you travel around Prague regularly and often, it is worth it to buy a travel pass with long-term validity (the so-called Litacka or legitka, or a paper coupon). These long-term passes are available for one month, three months or a year and they carry large discounts compared to short-term tickets.
- Ticket inspectors check the validity of your ticket in all types of transport and also at metro stations. They are obliged to show you an inspection badge. You, on the other hand, have to show a valid ticket.




Do not forget to mark your ticket at yellow vending machines located at the entrance to metro, trams, buses, and trains. If you do not mark your ticket, it is not valid.

Warning! If you do not have a valid ticket, you will get a fine of 800/1500 CZK. Furthermore, a ticket inspector will request to see your passport (or other identification) to give you a fine you can pay on the spot or at DPP offices.

PARKING IN PRAGUE

Prague has been gradually introducing paid parking zones. Based on a colour marks on traffic signs, you can tell who and for how long can park at a given location:

- **Blue zones** are for residents with a long-term parking pass.
- **Purple zones** are available for unlimited parking by residents who hold long-term parking cards, and for visitors who pay a parking fee for up to 24 hours.
- **Orange zones** are for short-term parking (max. of 3 hours) visitors paid through parking machines.
- **Green zone** denotes P+R (Park and Ride), B+R (Bike and Ride) or K+R (Kiss and Ride) 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-term stops (up to 5 minutes for unloading or picking up passengers).

 Go to the websites of specific city district offices for more information about the location of parking zones (Pg. 5). Or at the www.parkujvklidu.cz website

You can get a parking pass at a district city hall where you reported your address.



CULTURE

Participation in cultural and social life 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 lends not only books but also electronic readers, music, movies, and paintings. It organizes cultural events, children's programmes, lectures, seminars, concerts, and theatre performances. Free internet access is available at all library branches.

Non-eu citizens can become library members only when they pay a deposit or with the assistance of a guarantor. What is needed:

- 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 fulfills conditions for registration as a library member (citizen of the CR or EU).

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

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

The Central Library is located in the city centre at Mariánské náměstí, other 41 branches are at easily accessible locations throughout Prague. A mobile library, called Bibliobus, travels regularly to its readers.

Mariánské náměstí 1/98, 110 00 Praha 1 +420 222 113 555 knihovna@mlp.cz www.mlp.cz

INTEGRATION CENTRE PRAGUE (ICP)

Integrační centrum Praha o.p.s. (ICP) was established on March 14, 2012, and became the 11th out of 13 existing integration centres in individual regions of the Czech Republic. ICP is a non-profit organisation operating on the territory of the capital Prague, and provides free-of-charge services to migrants from non-EU countries together with partner non-profit organisations.

WE OFFER:

- **Social consulting** – employment and housing search; school search; applications for social benefits and services; accompanying migrants to institutions; resolving health insurance issues.
- **Legal consulting** – residency applications; residency extensions; appeals; acquiring Czech citizenship
- **Accompanying to institutions** – assistance in communication with public offices, interpreting and assistance at appointments
- **Czech language courses** – for beginners, intermediates, advanced, both adults and children. Courses include teaching both grammar and conversation. They will prepare you for A1 level tests within the Common European Framework of Reference for Languages (CEFR).
- **Courses of socio-cultural orientation** – expert lectures on Czech history, customs and traditions, residency in the Czech Republic; on health, social or educational system in the Czech Republic, tax returns etc.
- **Cultural and community activities** – ICP organises several cultural and community activities around Prague, which aim to bring together locals and migrants and support their friendly cohabitation.
- **Information centre** – free internet access, foreign-language library with scientific literature, fiction, poetry and foreign-language magazines; information service provided by experienced staff

HOW MUCH DO ICP SERVICES COST?

All services provided by ICP are financed by European Union funds, the Prague city budget and other subsidies and therefore are offered free of charge to ICP clients.

YOU CAN COMMUNICATE IN YOUR LANGUAGE AT ICP!

Do not hesitate to contact ICP if you do not speak Czech – all employees speak several foreign languages. We can also provide interpretation.

INFORMATION CENTRE ICP

Žitná 1574/51, 110 00 Praha 1 +420 252 543 846 info@icpraha.com www.icpraha.com

ICP branches – Praha 4

Hvězdova 1594/19, 140 00 Praha 4 +420 775 771 944 praha4@icpraha.com

ICP branches – Praha 12

Sofijské nám. 3400, 143 00 Praha 12 (obchodní dům Prior, 2. patro) +420 775 791 202 praha12@icpraha.com

ICP branches – Praha 13

Zázvorkova 2007/6, 155 00 Praha 13 +420 775 564 654 praha13@icpraha.com

ICP branches – Praha 14

Bratří Vencliků 1072/6, 198 00 Praha 9 +420 775 553 188, +420 225 295 515 praha14@icpraha.com

LIST OF NON-PROFIT ORGANISATIONS WORKING WITH MIGRANTS

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

Integrační centrum Praha (ICP)

Žitná 1574/51, 110 00 Praha 1 +420 252 543 846 info@icpraha.com www.icpraha.com

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 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 50, 120 00 Praha 2 +420 739 037 353 info@inbaze.cz www.inbaze.cz

Organizace pro pomoc uprchlíkům (OPU)

Kovářská 939/4, 190 00 Praha 9 +420 730 158 779, +420 730 158 781 opu@opu.cz www.opu.cz

MIGRANT ORGANISATIONS

Contact with people coming from your homeland, meeting new friends and help from other migrants are all very important factors, especially when you are in a new country. Migrants living in the Czech Republic for the long term set up their own associations and clubs where they meet to remember their homeland, organise cultural events and show locals the beauty of the cultures of their countries.

Sdružení občanů bývalé Jugoslávie – Lastavica

Opletalova 16,
110 00 Praha 1, +420 774 888 922 lastavica@lastavica.cz www.lastavica.cz

Ukrajinská iniciativa v ČR

Vocelova 3,
120 00 Praha 2 +420 777 212 240 uicr@centrum.cz www.ukrajinci.cz
+420 221 419 821 info@ukrajinci.cz

Svaz Vietnamců v ČR

TTTM SAPA,
Libušská 319, 14200 Praha 4 – Libuš hnv@seznam.cz www.hnv.cz

Barmské centrum Praha

Dělnická 54,
170 00 Praha 7 +420 608 348 146 info@burma-center.org www.burma-center.org

Občanské sdružení ALLIANCE-BENIN EN REPUBLIQUE TCHEQUE (A.B.E.T.)

Matůškova 16/975,
149 00 Praha 4 – Háje info@alliancebenin.cz www.alliancebenin.cz

Humanitas Afrika

Ječná 2,
120 00 Praha 2 +420 251 560 375 info@humanitasafrica.cz www.humanitasafrica.cz

Kazachstánské kulturní centrum v České Republice „Elim aj“

Přecechtělova 2431,
155 00 Praha 5 elim_aj@atlas.cz www.elim-aj.web-box.ru

Cennější než perla (pomoc českým dětským domovům)

Vocelova 3,
120 00 Praha 2 +420 774 505 304 cenperla@gmail.com

Kulturus - kulturní akce

www.kulturus.cz

Libanonský klub

Žitná 1656/45,
110 00 Praha 1 libanonsky.klub@seznam.cz

KITAP – Kulturní Islámská Tatarská Asociace v Praze

kitappraha@gmail.com kitapprague.blogspot.cz

Mezinárodní organizace pro migraci (IOM)

Argentinská 38,
170 00 Praha 7 +420 233 370 160 prague@iom.int www.iom.cz

Klub Hanoi

Libušská 319/126,
142 00 Praha 4 +420 603 583 690 klubhanoi@klubhanoi.cz www.klubhanoi.cz
+420 608 535 792

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/

Info-dráček

Libušská 319,
142 00 Praha 4 +420 778 050 185 zdenka@info-dracek.cz www.info-dracek.cz

Poradna pro občanství, občanská a lidská práva (PPO)

Ječná 7,
120 00 Praha +420 270 003 280 poradna@poradna-prava.cz www.poradna-prava.cz

Multikulturní centrum Praha (MKC)

Náplavní 1,
120 00 Praha 2 +420 296 325 345 infocentrum@mkc.cz www.mkc.cz

Konsorcium nevládních organizací pracujících s migranty v ČR

Baranova 1026/33,
130 00 Praha 3 +420 235 301 344 office@konsorcium-nno.cz www.konsorcium-nno.cz
- Žižkov

Evropská kontaktní skupina (EKS)

Polská 40,
120 00 Praha 2 +420 222 211 799 info@ekscr.cz www.ekscr.cz

Centrum pro integraci cizinců (CIC)

Pernerova 32/10,
186 00 Praha 8 +420 222 360 452 info@cicpraha.org www.cicpraha.org
+420 702 150 630

Gle

Tyršova 1832/7,
120 00 Praha 2 +420 224 241 589 info@gle.cz www.gle.cz

Nová škola

Křížíkova 344/6,
186 00 Praha 8 +420 737 544 773 novaskola@novaskolaops.cz www.novaskolaops.cz

Youth Included

Santrochova, 4/1773,
162 00 Praha 6 youthincluded@gmail.com www.youthincluded.com

Slovo 21

Štěpánská 1,
120 00 Praha 2 +420 222 511 434 slovo21@centrum.cz www.slovo21.cz
+420 222 522 070

Plast - ukrajinský skautský spolek

Mexická 4,
101 00 Praha 10 +420 774 888 922 plastcr@gmail.com www.plast.org.ua

Youth Included

Šantrochova 4/1773,
162 00 Praha 6 info@youthincluded.
com www.youthincluded.
com

Irácké forum v ČR

Loučimská 1051/3,
102 00 Praha 10 +420 223 014 446,
+420 602 834 247 sabihaladin@yahoo.
com forum.irak@yahoo.com

VietUp.org info@vietup.org www.vietup.org

THE HOUSE OF NATIONAL MINORITIES

The Prague City Hall has established a charitable organisation called the House of National Minorities (Dům národnostních menšin - DNM) to promote understanding among nationalities. DNM organizes activities to overcome prejudices against different ethnicities and nationalities living in the Czech Republic. The following minorities: Bulgarian, Hungarian, German, Polish, Russian, Ruthenian, Slovak, Serbian, and Ukrainian have their offices at the DNM.

Vocelova 602/3,
120 00 Praha 2 +420 221 419 800 jstedron@dnm-praha.eu www.dnm-praha.eu

**IMPORTANT PHONE NUMBERS**

112

is a free emergency phone number in the Czech Republic and EU



150
Fire



155
Emergency/
Ambulance



156
City police



158
Police



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www.prague.eu