



# Ukrainian People in Portugal:

**A PRACTICAL GUIDE**

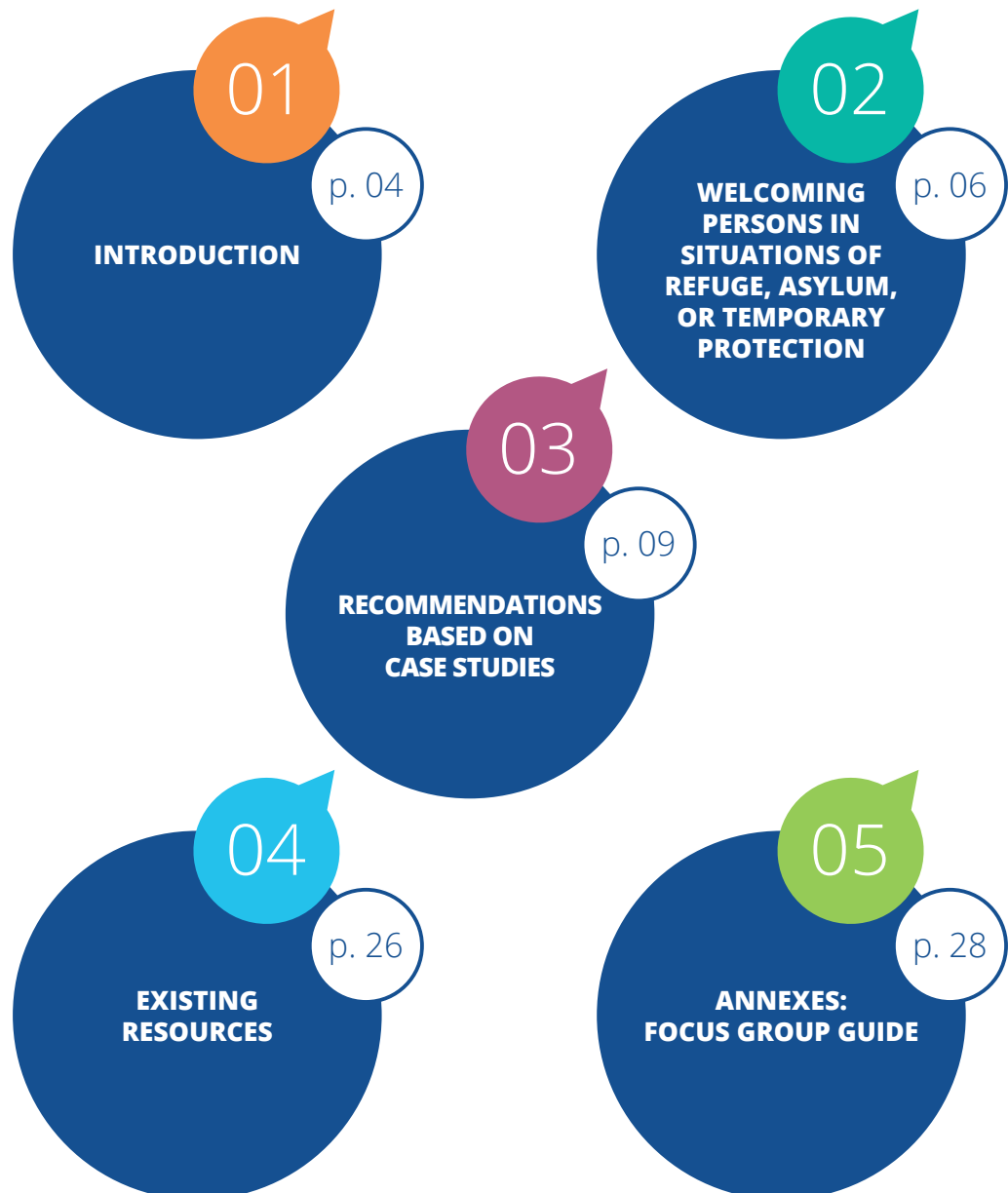
## ORGANIZATION

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## INDEX





01

**INTRODUCTION**



# Welcoming Ukrainian People in Portugal: A Practical Guide

This guide is the result of the ***Welcoming Ukrainians*** project, which involved the cities of Santa Maria da Feira, Vila Nova de Famalicão, and Vila Verde, whose aim was to develop and test welcoming tools to better integrate Ukrainian people and other groups of people who are seeking refuge, asylum and temporary protection in the partner cities, using participatory methodologies.

**According to the Portuguese Immigration and Border Service (SEF), since 24 February 2022, with the invasion of Ukraine's territory by Russia, more than 37,000 people have come to Portugal from Ukraine, making the Ukrainian community the second largest group of foreign people living in the country.**

**By October 2022, more than 2,000 people have obtained a work contract and about 4,000 children are studying.**

This guide aims to provide a practical perspective, with guidelines for the reception of people. The recommendations contained herein are the result of the sharing of practices between the cities in the Portuguese Intercultural Cities Network, focus groups held with Ukrainian people hosted in the three cities involved, and the final event of the project, held on 3 November 2022 in Vila Nova de Famalicão, where a fruitful dialogue was held between cities, social actors, and Ukrainian people.



## 02

**WELCOMING  
PERSONS IN  
SITUATIONS OF  
REFUGE, ASYLUM,  
OR TEMPORARY  
PROTECTION**

# Welcoming persons in situations of refuge, asylum, or temporary protection

The reception of migrant people, refugees, asylum or temporary protection seekers can be understood as the result of public policies created by the public administration, together with social actors, in order to contribute to an inclusive and diverse society. Hosting is part of the integration and inclusion process and can begin even before the person arrives in the host country.

**While the Member States of the European Union (EU) have the main responsibility for the integration of people, the EU supports both national and local authorities with policy coordination, knowledge exchange, and financial resources. The EU's priorities are education, inclusive training, recognition of qualifications, language learning, integration into the labour market, access to health services, and adequate and affordable housing.**

Due to the well-known conflict situation in Ukraine, as a form of support, the government of Portugal has granted a temporary protection regime to Ukrainian persons. This regime covers all Ukrainian people and family members, people of other nationalities who are relatives, spouses, or life partners, third-country nationals or stateless persons, and family members who have international protection in Ukraine and who cannot return to their country of origin.

In this sense, the **Temporary Protection Order** grants persons coming from Ukraine a temporary residence permit, a Tax Identification Number (NIF), a Social Identification Number (NISS), and a National Health Service (SNS) user number, facilitating access to public services in our country.

The request for temporary protection can be done online at <https://sefforukraine.sef.pt/>, or in person at the National Support Centres for Migrant Integration (CNAIM) in Lisbon, Faro, and Porto and at the SEF offices. Regarding unaccompanied children arriving in Portugal, a special group has been created to accompany them. To register unaccompanied children, contact the [online form](#) on Portugal for Ukraine portal or call 300 511 490.

People who are still moving to Portugal may contact the High Commission for Migrations (ACM) through the email [sosucrania@acm.gov.pt](mailto:sosucrania@acm.gov.pt) or the online form in the [Diplomatic Portal](#). Regarding accommodation, if they do not have conditions to pay the rent, they should also request support through the email provided by the ACM or the Diplomatic

## 02. **WELCOMING PERSONS IN SITUATIONS OF REFUGE, ASYLUM, OR TEMPORARY PROTECTION**

Portal. In addition, the [Gateway](#) Programme provides financial support for this purpose. If the person has a pet, contact the Directorate-General for Food and Veterinary Medicine (DGAV) through the email [acscddim@dgav.pt](mailto:acscddim@dgav.pt) or the veterinary medicine team through the emails [tcastro@dgav.pt](mailto:tcastro@dgav.pt) and [pdomingos@dgav.pt](mailto:pdomingos@dgav.pt).



## 03

**RECOMMENDATIONS  
BASED ON  
CASE STUDIES**

# Recommendations

The following recommendations are **based on case studies shared** by the various cities belonging to the Portuguese Intercultural Cities Network and on the consultation of host cities in Vila Verde, Vila Nova de Famalicão, and Santa Maria da Feira. Each of these three cities carried out focus groups with Ukrainian people using a common script which is annexed to this guide.

## A) DIGNITY

**First, it is important to adopt a dignified attitude in welcoming people.** People who arrive, however fragile their situation may be, may not be fragile people: they have skills and have minimum requirements and quality expectations for their lives. They should therefore be received and treated as any other persons regarding the quality of the items delivered, the housing provided, and their comfort. This also implies dignity in the way people are treated and approached, always ensuring that they can understand what is being said, where they are being directed, and what will happen to them and their families.

As an example, a Ukrainian person mentioned that, on the way to Portugal, the children were often approached by strange men who touched them and approached them, without the mothers being informed about it or knowing who these people were. This situation created fear, discomfort, and insecurity.

**Within the focus groups, much reference was made to the importance of the first moments of arrival in the city:** the way people are received, the delivery of some essential goods, and the dignity with which the different resources were placed at the disposal of families.

Many women reported discomfort at the way they are treated, often being addressed as “the Ukrainians”, which makes them uncomfortable. In other situations, they felt that their hosts felt a great need to enter everywhere, invading their privacy.

Finally, some Ukrainian people still report not knowing which of their talents, knowledge, skills, or training can be an asset because they are working in completely different areas than they were in Ukraine and are still learning.



### TESTIMONY

V. arrived in Vila Nova de Famalicão with her son after a bumpy and dangerous journey to the Polish border. Once there, they were lucky enough to count on the help of people who paid for their journey to Portugal. She tells us with a lot of gratitude: **«I met Mr. Jorge in a supermarket, and he offered to help us with whatever we needed and, in fact, he has been a precious help in our integration. Olga (a municipal employee) has also helped a lot: we have already found a house and now we are looking for a school for my son».**



### TESTIMONY

I. came to Vila Verde with her two children after an eventful and dangerous journey through Poland. She happily tells that **«It was thanks to a teacher here in Vila Verde» that her youngest son discovered his musical talent and is now attending music school.** In a tone of gratitude and with tears in her eyes, she adds **«I feel that I am between heaven and earth»...**



### EXAMPLES

In **Vila Verde** hygiene kits were given to each Ukrainian person, and the clothes delivered were of good quality, clean and ironed, separated by age and gender and with labels in Ukrainian, making it easier for families to choose them and avoiding the need to “rummage” in boxes or simply receive items without question what was given to them. The spaces were identified in both languages, Portuguese and Ukrainian. The children were also given an illustrated dictionary with a box of crayons for them to colour in as they wished. The rooms were clean and tidy, with minimum comfort.



Intercultural lunch, Vila Verde 2022

### 03. **RECOMMENDATIONS**

#### **B) INTEGRATED RESPONSES**

**A good articulation with local and national partners is essential for a good reception.**

No city can support this process alone. There are, on the one hand, several local entities with experience in this type of situation that can expedite processes and, on the other hand, entities with resources that can be made available and/or adapted for this population.

Finally, the methodologies should also include **strong participation of the host communities.**

**Good articulation with neighbouring towns** was another success factor identified. Sometimes the necessary resources are in the next town, and people move around to get jobs and access goods and services.



### EXAMPLES

**Vila Verde** promoted the welcoming of families while being aware of the complexity and demands of this reception, which implied responses in all aspects, such as accommodation, adequate food, health support, education and learning Portuguese. In this sense, **it liaised closely with all the local agents to guarantee a better integration**, always having a focal element that anticipated the needs and made the articulation with all the entities for a faster and closer response, which allowed people never to feel alone. There was also a concern for the labour integration of the adult members of the households.

The city promoted conditions for the continuation of the practice of traditions as the commemoration of significant days, such as the participation of the people hosted in the city's activities and celebrations. An example the city fostered the celebration of Orthodox Easter, among other moments.

It should be noted that this reception was made through a **close partnership between the city of Vila Verde and Santa Casa da Misericórdia de Vila Verde**.



### EXAMPLES

In **Albufeira** there was an existing [Association of Ukrainian People](#), which has developed an active role in the reception of newly arrived people. From the beginning of the reception, **the association has a space in the Local Office for the Reception of Migrant People**, where there is always at least one volunteer from the association.

The association has translation professionals and a notary. The city has collaborated with the association in the difficulties that have arisen. For example, at a certain time, it was difficult for local social organisations to continue providing food support, so **the Municipality of Albufeira and the association organised a collection of food to relieve local organisations**. The association received many donations, including clothing. **An agreement was also established between the association and a hotel unit that made 10 flats** available to receive people in temporary protection. The people who were staying there had to leave on May 31st, some went to other parts of the country, others returned to Ukraine, and others found homes in the region.

With the support of Albufeira City Council, the association organised a fair to collect aid both for Ukraine and for the people who are living in the municipality. Currently, they're also promoting a photography exhibition.

### 03. RECOMMENDATIONS



#### EXAMPLES

**Vila Nova de Famalicão** created in record time a **Support Office “SOS Famalicão - Ukraine”** with 4 elements (one of them being Ukrainian), including the creation of a specific email address ([uكرانيا@famalicao.pt](mailto:uكرانيا@famalicao.pt)) and three different SOS support phone lines. Posters and pamphlets written in Ukrainian explained the several steps, legal procedures, doubts, and clarifications on how their inclusion would develop, through a close communication with the ACM.

The translator in the municipality played a key role in the whole process, as she was a **catalyst for organising the work and a vital element of communication and integration of the families arriving**. From the very first moment, this office provided food, clothing, and basic hygiene products, among many other urgent needs.

A database of Ukrainian people was quickly set up, containing all the biographical and personal details necessary to receive rapid responses in terms of accommodation, food, clothing, education, training (PLA classes), health (vaccinations), psychological support, and sport, among others. This **database has made it possible to streamline local resources and mobilise local partnerships quickly and effectively**.

The interdepartmental collaboration of the municipality was also key for quality and articulated reception, especially in social intervention, which was remarkable and essential to provide quick and dignified responses to all the people. **A multidisciplinary team was created, which analysed and checked the living conditions, employment, and psychological profile** of those who offered to house, employ, and help, to prevent any attempt to abuse and/or take advantage of the Ukrainian families. In other words, everything was done with the utmost security and certainty regarding the offers that were made.



## C) INVOLVEMENT AND PARTICIPATION OF THE HOST COMMUNITIES

The holding of a focus group was evaluated as positive by the cities involved in the project. **It allowed them to better understand people's questions and to try to improve their responses in relation to the host communities.**

The focus group is a space for sharing needs and expectations, which can enable each city to gauge what went less well during the hosting period and to learn and improve from that moment on.

It is essential to listen to people (of all ages), considering that each will have different needs and interests, and then involve them in the decision and implementation of measures. A focus group can also be used to listen to the motivation for involvement in the proposed actions. Some people, for example, may not want to/can't make a professional commitment but may be willing to help with food distribution or care for other families' children, or vice versa.

**It is very important to look at people, regardless of the situation they are in, as part of the solution** and not as a problem to be solved or mere recipients of an action. People bring with them skills,

talents, knowledge, and motivations, not just needs. Their active involvement in the solutions should include a survey of these aspects as potential contributions to the municipality's projects and strategy. By assuming an attitude of appreciation, we confer dignity and show respect, which can be very valuable to enhance feelings of belonging and well-being, especially in extreme situations.

**Please note that promoting openness and willingness to participate means distributing the power of decision.**

To this end, it is essential that the municipality takes this position with all that it implies and commits itself to the solutions found together with the people and partner entities, otherwise it may fall into reputational risks and fail to mobilise people for its initiatives in the future. Furthermore, the power to decide includes the power to decide not to participate in something. The important thing is that this is an informed and individual decision. Each person should feel their needs are reflected in the solutions and have been listened to.

In the same way, any feeling of obligation to participate in the proposed initiatives should be avoided.

In the annex, you will find a model focus group guide used in this project which can serve as a basis should you wish to use



### 03. RECOMMENDATIONS

this methodology to listen to and mobilise people in situations of refuge, asylum, or temporary protection.

**An important warning:**  
no one person represents  
a whole group. You need  
to ensure that you have  
representation from people  
of different genders,  
backgrounds, ages, religions,  
socio-economic and  
educational levels, etc.



Drawing of children  
in Vila Verde  
during the auscultation  
process, 2022

Focus Group Vila Nova Famalicão, 2022







### EXAMPLES

An [Association of Refugee People in Portugal](#) was recently created, which may be an important contribution to the reflection and implementation of public policies in this area. **Do you know which associations of this type exist in your territory? What role can they play in this issue?**



### EXAMPLES

In **Lisboa** a restaurant was created that employs and promotes the integration of people in situations of refuge, asylum, or temporary protection called [Mezze](#).

The [Pão a Pão association](#) uses food as a vehicle for establishing unlikely relationships between people of different origins, fostering cohesion and interculturality. People are actively involved in managing and defining the actions of the project. **In food, we discover our different cultural influences but also many aspects that connect us.**

### 03. RECOMMENDATIONS

#### D) MANAGING CONFLICTS AND EXPECTATIONS

**It is important to bear in mind that the expectations of each family are different according to their different contexts of origin (socio-economic, cultural, etc.) and this factor influences the way the support given is perceived and welcomed.**

On the one hand, there are families who expect to return quickly to their contexts of origin, while others are considering a future in another country, some even in Portugal. Furthermore, the lifelong professions, the qualifications, and the standard of living of each person bring with them expectations regarding salary and tasks to be carried out, influencing their availability for professional integration in Portugal.

It has also been evident that the fact that people are going through a similar situation (that they have requested protection and come from Ukraine) does not mean that they automatically feel closeness or familiarity with each other.

Creating bonds of solidarity, between help and neighbourly relations is something that needs to be worked on intentionally over time in a group of people who previously did not relate to each other and will now have to learn to live together. We should be careful with assumptions about this relationship.

It is important that these needs are recognised by municipalities so that they can **adjust the expectations of their staff** (and thus avoid assumptions about the needs of communities) and so that sufficient resources are allocated to this task.



#### TESTIMONY

**O.** reports that although she was very reluctant to leave her country, she now realises that “it was the best decision” she made. Now she has a house, and a job and can meet her needs. She also says **“I’m going back, but I’m taking a little bit of Portugal with me!”**.



### EXAMPLES

In the town of **Vila Verde**, to date, around 50 people from Ukraine have been received, arriving on 27 March 2022. Of these people, 25 adults and 7 children are settled in an old residential house, however, the goal is to integrate them soon into a house of their own. The city monitors the space where people are installed daily and develops a close work with families.

One challenge that Vila Verde has been facing is the fact that there are several people living in the same space, which sometimes generates some conflicts that must be managed. The people installed in the residential house are responsible for the cleaning and maintenance of the common spaces and of their rooms. A large washing machine and dryer were installed to be managed autonomously. However, the presence of the person in charge of monitoring the group is requested almost daily to manage conflicts and complaints.

Regarding professional activities, nine Ukrainian women are already inserted in the labour market, but some have revealed their intention not to take on work commitments in Portugal because they expect to return soon.

**By actively listening to the people through focus groups and daily contact, it has been evident that, on the one hand, the people hosted are very different from each other, having experienced very different life patterns and having very different family cultures.**



### EXAMPLES

About 170 people from Ukraine have already circulated through **Vila Nova de Famalicão**. Still, many people remain in Vila Nova de Famalicão, mostly women and children, although there are also some men. The children are already integrated in schools and will be enrolled in the new school year.

Most of the adults are already in the labour market and attending Portuguese classes. Those who do not yet have a job will be integrated into the labour market, when they finish the Portuguese language training.

### 03. RECOMMENDATIONS

#### E) ENSURING ACCESS TO INFORMATION AND SERVICES

**As we have seen, people can bring very different expectations and needs. As such, the possibility of making informed choices is very relevant.**

The aim is to avoid possible assumptions being made about what each family/person needs and wants for their temporary or permanent stay in our country.

Thus, it is important to ensure **translation and interpretation**, especially at an early stage (such as translation of essential leaflets on access to services, creation of a reception guide in Ukrainian with contacts and explanation of the functioning of services, etc.). Access to **learning Portuguese** is also important, but this cannot and should not be forced. For families whose stay is seen as temporary, this option may not be seen as a good investment of their time. **Flexible options** that allow each family to make their own choices can be made available, for example, the possibility to continue studies online in Ukrainian, or to be attended by professionals who speak Russian or Ukrainian (sometimes English offers a communication possibility, sometimes not).

The existence of **professionals from different backgrounds in the city staff**, who represent the communities existing in the territory, is of special relevance to achieving a rapprochement with people from different backgrounds.

The creation of local **Welcome Guides** is also an important practice: besides providing access to important information for daily life, it may also allow a greater enjoyment of the city and its cultural, sports, and recreational offer, fostering interaction and intercultural exchange between different people living in the territory. The type of services, actions, projects, and associations promoted should represent the diversity of the municipality, communicating that the city values its plurality of cultural expressions.

*The existence of professionals who speak the language of the people being received was mentioned as essential for a good reception.*

Access to information is mentioned by families as one of the main obstacles to full integration, given the language difference. There is a lot of pressure to know the language and be able to communicate quickly in Portuguese. Speaking in Ukrainian makes Portuguese people feel uncomfortable, as they feel that they are “speaking badly about them”. Many families report that they cannot easily obtain and/or understand information about, for example, school transport, access to housing, legislation on children and young people, or job offers. One of the reasons is that this information is not available in English.

The creation of an employment platform in English was suggested, as well as a portal on access to housing in English and Ukrainian. A common platform to answer questions, leave suggestions at all levels in English and/or Ukrainian, and an information guide on the laws of the country: rights, and duties, could also be useful.

There are still many doubts about labour laws: what deductions from wages must be made and to which entities, and regarding employee rights (holidays and sick leave for example).



#### TESTIMONY

I. I. was one of the first to arrive in Portugal and was welcomed by Santa Maria da Feira. She says that the authorities have been always ready to help and that she has been working for 6 months. She adds **“At 48 years of age I have started again, and I feel younger for it, but I still don’t speak the language...”** and leaves a challenge: **“Enjoy the life you have today. Don’t put off living your life until tomorrow! I used to live in a rush, due to work, without enjoying life, and now I regret it.”**

### 03. RECOMMENDATIONS



#### EXAMPLES

The biggest barrier to reception has been the language, because in **Vila Verde** there is no full-time translation professional. **Currently, all information is already written in both languages.**

The articulation with SEF has been easy: almost everything is dealt with by email, avoiding unnecessary travel. The referral of these people to the health services has also been carried out. There is a doctor in the city who speaks Russian and, consequently, she can communicate more easily with people. This factor was mentioned by the people interviewed as essential for their comfort and access to health care.

The children are already integrated into school, however, three adolescents already in secondary school decided to continue attending classes in Ukraine online, and all of them have graduated. Although they are having Portuguese language lessons three days a week, they were not integrated into the local school because following the classes of their regular group would be more beneficial in terms of completing the school year and, next year, they should be integrated into Portuguese schools.



#### EXAMPLES

In **Vila Nova de Famalicão**, communication has been facilitated by a **city employee of Ukrainian origin**, who can accompany newcomers to the employment centre, health centre, social security and other services. At the same time, she provides rapid translation of all relevant written information.



#### EXAMPLES

**Santa Maria da Feira** has created a **welcome guide, full of practical information about the services and about the history and cultural offer** of the municipality. The guide also contains a Portuguese/ English/ French and Ukrainian conversation guide that allows not only those arriving to communicate in the national language but also the other way around.

**EXAMPLES**

**Braga** has developed a **mobile phone application** called [BragaIncoming](#), which provides information about the territory and its services in 5 languages (including Ukrainian). It includes direct access to websites with transport information and links to service portals, as well as the location on the map of the different relevant places and information on the documentation needed to access the rights of each person in the city.

**EXAMPLES**

**Oeiras** has created an **information guide on the national health services** in Portuguese and English.



Image "Guide for Immigrants' Access to Health - Law and Resources"

**EXAMPLES**

A similar application but for the whole national context was created by the **Portuguese Network of Intercultural Cities**, called [Portugal Incoming](#), which can be downloaded for free. A PDF version in Portuguese and English can be found on the website: [Tools - Portuguese Intercultural Cities Network, now available also in Ukrainian.](#)

**EXAMPLES**

In **Canada**, an **app** ([CANOO](#)) has been developed that allows newcomers to the territory to enjoy free museum entrance for 1 year.

### 03. RECOMMENDATIONS

#### F) LISTENING TO PUBLIC OPINION

**The intercultural city must also be attentive to public opinion about newly arrived communities - what kind of narratives are emerging? What fears, expectations and experiences are being reported? What is circulating on social media?**

As we know, these aspects have more and more influence on the way a certain action will take place, so it is important to understand the climate of the territory at each stage of the reception process. In this way, the city can anticipate possible conflicts and situations that may hinder integration, as well as foresee potential discriminatory behaviours.

Local awareness-raising actions can be implemented, namely to prevent further polarisation and intensification of opinions.

In particular, it has been noticed in some cities that the reception of this group of people from Ukraine has been the target of a very significant social mobilisation and of generally more positive opinions in direct comparison with groups from other origins, intensifying the polarisation and the “us” versus “them” effect (as if there was a group of “good people in a situation of refuge, asylum or temporary protection” and another of “bad people in a situation of refuge, asylum or temporary protection”, one group more desirable than

the other). Having experienced receiving people from different origins, including people from Ukraine in waves of migration more than a decade ago, it is common to hear stereotypes and prejudices, sometimes even positive, but which bring negative effects both for the targeted people and for other communities.

If, on the one hand, they generalise and exaggerate expectations regarding a group, they potentiate **unfair and inappropriate comparisons** with others, which intensify existing social conflicts and inequalities. It is therefore important to take advantage of these occasions to **increase levels of empathy towards all groups of people seeking refuge, asylum, or protection in the city**, by taking, on the one hand, a proactive stance in raising the general awareness of the population (through public communications and media campaigns, for example), and on the other hand by reflecting on and analysing the quantity and quality of resources allocated and initiatives taken in the different waves of refuge crises and making corrections when these prove to be unequal.

This stance is intended to counter such belief and division into “good and bad groups of people in situations of refuge, asylum or temporary protection” and to foster new narratives on reception. The assumption of clear and positive positions towards the



reception and integration of all people by the presidency and the entire councillorship and staff is fundamental to this goal.

### G) MORE RECREATIONAL, CULTURAL, AND FAMILY SUPPORT RESOURCES

**During the focus groups, the need for more family and educational support was mentioned, as were holiday activities and school timetables more compatible with online school schedules in Ukraine (because many children accumulate both).**

Rental supports were mentioned, with the need for more help in this field being felt. More Portuguese classes are also mentioned as a necessity.

On the other hand, the existence of more opportunities for socializing, leisure and recreational activities and the organisation of trips/trips/excursions to get to know the most iconic places of Vila Nova de Famalicão, of the district of Braga and the city of Oporto, to get to know other cities and their history, to go to the beach (because many never went) and to see cultural shows were activities mentioned by the host communities.

The creation of a recreational and cultural association of Ukrainian people at local level was pointed out as a suggestion that could contribute to this objective.

The support to civil society organisations is essential for an effective reception policy, enhancing the active participation of the communities in their integration process and allowing the valorisation and continuation of their cultural practices of origin while contacting with other practices and ethnocultural realities.



## 04

### EXISTING RESOURCES

## Communication

- ICOON: [Free picture dictionary and app for refugees / Kostenloses Bildwörterbuch & App für Flüchtlinge | ICOON for refugees](#)
- [Refugee Reception Kit](#) (ACM)

## Employment

- [Job site for refugees in Portugal](#) (Refujobs)

## Health

- [DGS launches health leaflets in 10 different languages - ePortugal.gov.pt](#)
- [Guidelines for Pregnancy and the Postpartum Period in Portugal](#) (PRT); [Guidelines for pregnancy](#) (ENG)
- [Guide on the importance of wellbeing in health](#) (PRT); [Health - the importance of wellbeing](#) (ENG)
- [Guia para a Participação Migrante nas Políticas e Entidades de Saúde](#) (PRT); [Guide for migrant participation in health](#) (ENG)
- ["Saúde para tod@s- Guia de acesso de imigrantes à Saúde - Direito e Recursos"](#)  
Oeiras Municipality

## Representative associations

- [Association of refugees in Portugal](#)
- [Ukrainians Association in Algarve | Faro | Facebook](#)
- [Association of Ukrainian people Portugal](#)
- [Головна СУП \(spilka.pt\)](#)

## Support services

- [Jesuit Refugee Service](#) (JRS)
- [Plataform "Never forget - the Holocaust"](#)
- <https://sefforukraine.sef.pt/>
- [Diplomatic Portal](#)
- [Portugal for Ukraine - Home Page](#)
- [Municipality provides support line for Ukrainian citizens | Santa Casa da Misericórdia de Albufeira \(misericordiaalbufeira.com\)](#)

## Housing

- [Gateway - Portal da Habitação \(portaldahabitacao.pt\)](#)

## Culture

- [CANOO](#)

## Information and access to services

- [Portugal Incoming Guide](#), RPCI
- APP "Portugal Incoming", RPCI
- [Acolhimento Amadora Guide](#)

## Reception policies

- [Policy Brief: Rethinking welcoming policies from an intercultural perspective](#)
- [UN Portugal Site](#) - refugee people
- [Temporary protection - questions and answers | Justiça.Gov.pt \(justica.gov.pt\)](#)



05

## ANNEXES

# Focus Group Script

## PREPARATION OF THE FOCUS GROUP

- If possible, it is advisable that, on each occasion, each city organises two focus groups with a maximum of 10/12 people each.
- Focus groups should be composed of a variety of people (different ages, genders, backgrounds,...) and representative of the people in refuge, asylum or temporary protection that each city is hosting.
- It is necessary to ensure the presence of a person doing the translation, who has to understand the focus group script and the purpose of the focus group.
- Due to the risk of losing information through translation, it is advisable to film the session.
- Ask the participants' permission for video/ or audio recording.
- During each focus group ensure that there are at least three people present as organisers: a focus group moderator, a translator and someone who takes notes and keeps track of time.
- Ensure that the note-takers can write quickly and take accurate notes. Note-takers should also be familiar with the focus group guide.
- Adapt the language to the focus group audience. For example, if there are children in the group bring in drawings or photos to illustrate a question.
- Make sure you have a list of attendees, check that everyone present signs the attendance sheet.
- Schedule the focus group at a time that is convenient for participants (ask beforehand about their conditions for participation, if babysitting is required, etc.).

## DURANTE O FOCUS GROUP

- Thank the people participating for their time.
- Create a relaxed and empathetic environment.
- Explain the reason for the focus group and the rules of the focus group.
- Set the expectations of the people participating. Explain that this is a time for listening, not deciding or deliberating.
- Explain what the information will be used for.
- Explain that the information will be aggregated and quotes will be anonymous.
- The moderator should be attentive to non-verbal language, body language and hesitations in speech.
- Help the people taking part to express themselves clearly.
- Make sure that all the people participating speak, that no one monopolises the session.
- Avoid rigid stances on the order of questions in the focus group guide. If you feel you must change the order of the questions for the sake of fluidity, do so.
- If in the flow of the conversation some question has already been answered, before it was asked, do not ask it again.
- If people participating stray off topic, redirect them back to the topic.
- Be available to listen to the participants, even if they criticise the work that has been done in your reception. Do not forget that the aim is to gather information for the purpose of improving the reception of people in a situation of refuge, asylum or temporary protection. If necessary, ask an external entity to play this role.
- Respect the time limit, between 45 min to 1h.
- At the end, summarise the main ideas.
- Observe body language.
- Greet the people participating.

# A guide for the conversation

## 1. How was your arrival in the city?

- What went well? (ask for examples)
- What could have gone better?
- What suggestions do you want to leave for the future?

## 2. How is integration in Portugal going?

- What goes well? (ask for examples)
- What could go better?
- What needs do you feel at this moment?
- Suggestions for support/services/measures/projects that could be important for this phase?

## 3. Do you have a job? If not, are you interested in finding work? What talents/knowledge/skills/training do you bring that could be an asset or could be used for the labour market?

## 4. Are you interested/available to support the integration of other people from Ukraine? If yes, how? Have you already done so? How?



## ORGANIZATION

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